

Window Menu

- Cascade
- Tile
- Arrange Icons
- Minimize All
- Scroll Windows
- Set Scroll Windows Time ...

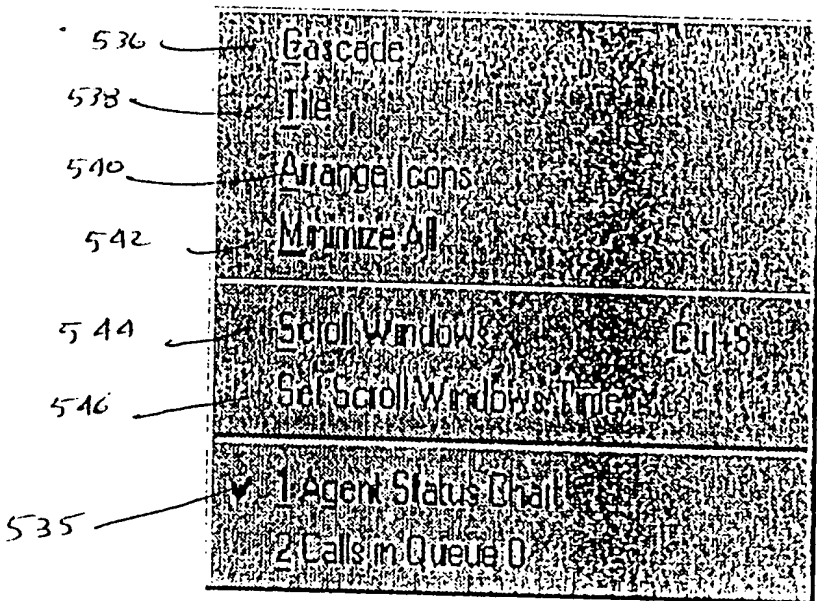
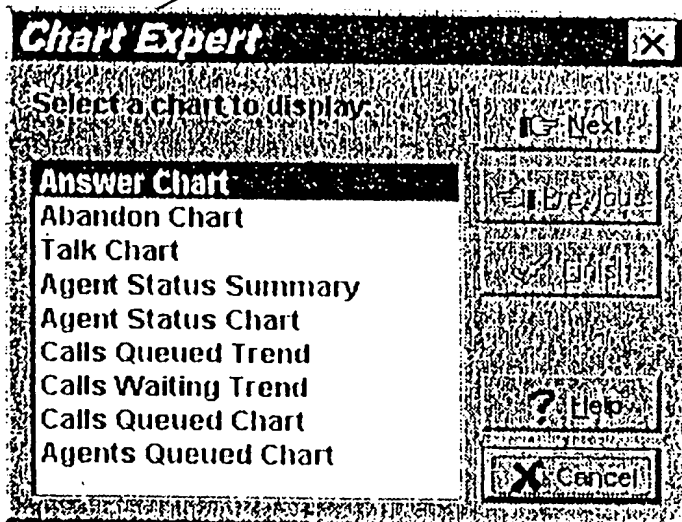


FIG. 45

Real Time Reporting

- Calls Answered
- Calls Abandoned
- Talk Time
- Agent Status
- Calls in Queue
- Agents in Queue

FIG. 46



- Answer Chart
- Abandon Chart
- Talk Chart
- Agent Status Summary
- Agent Status Chart
- Calls Queued Trend
- Calls Queued by Skill Chart
- Agents Queued by Skill Chart
- Quick View of Calls and Agents

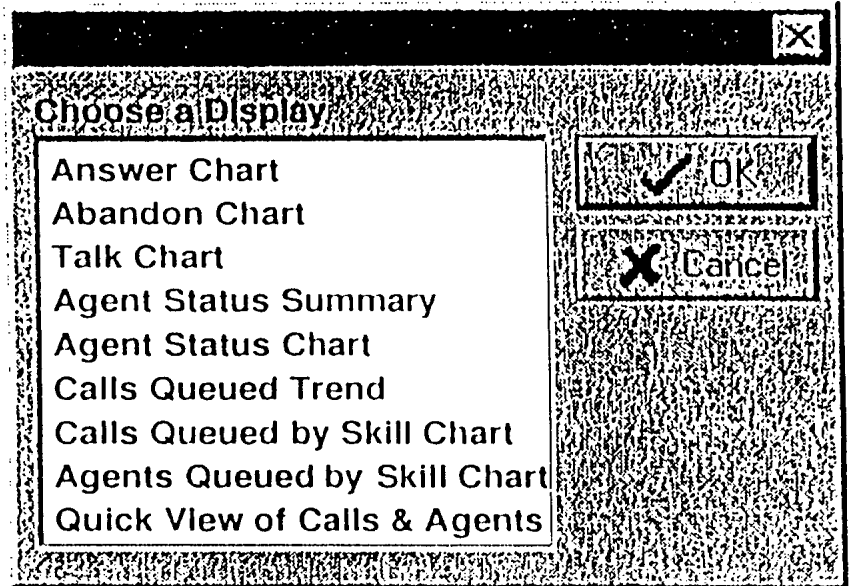


FIG. 47

- Answer Chart

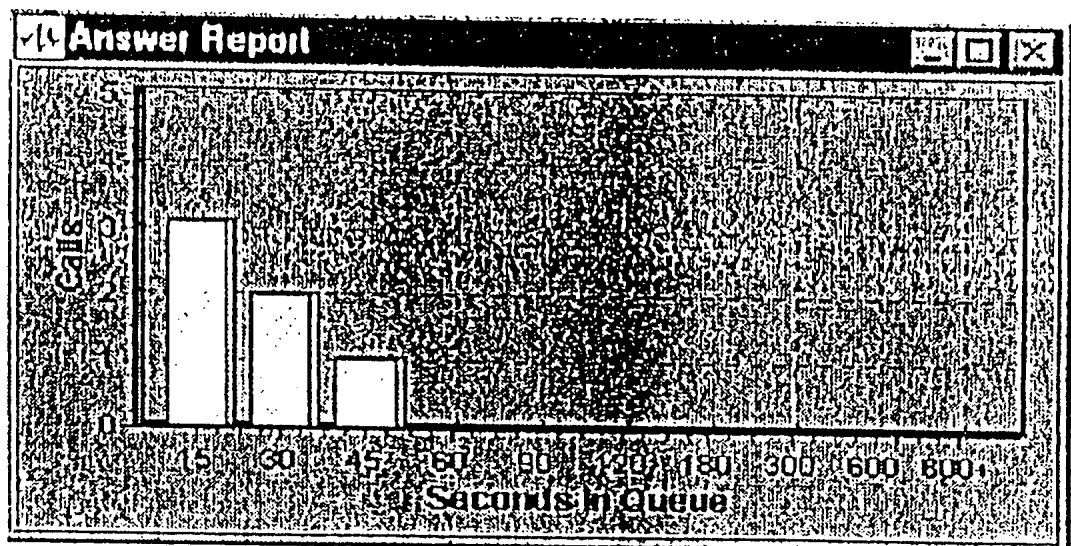
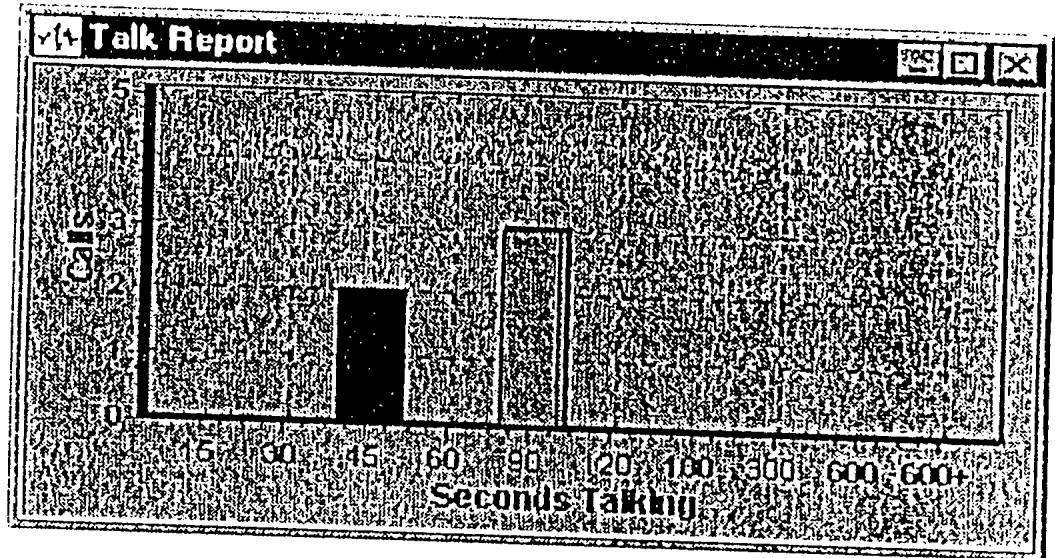


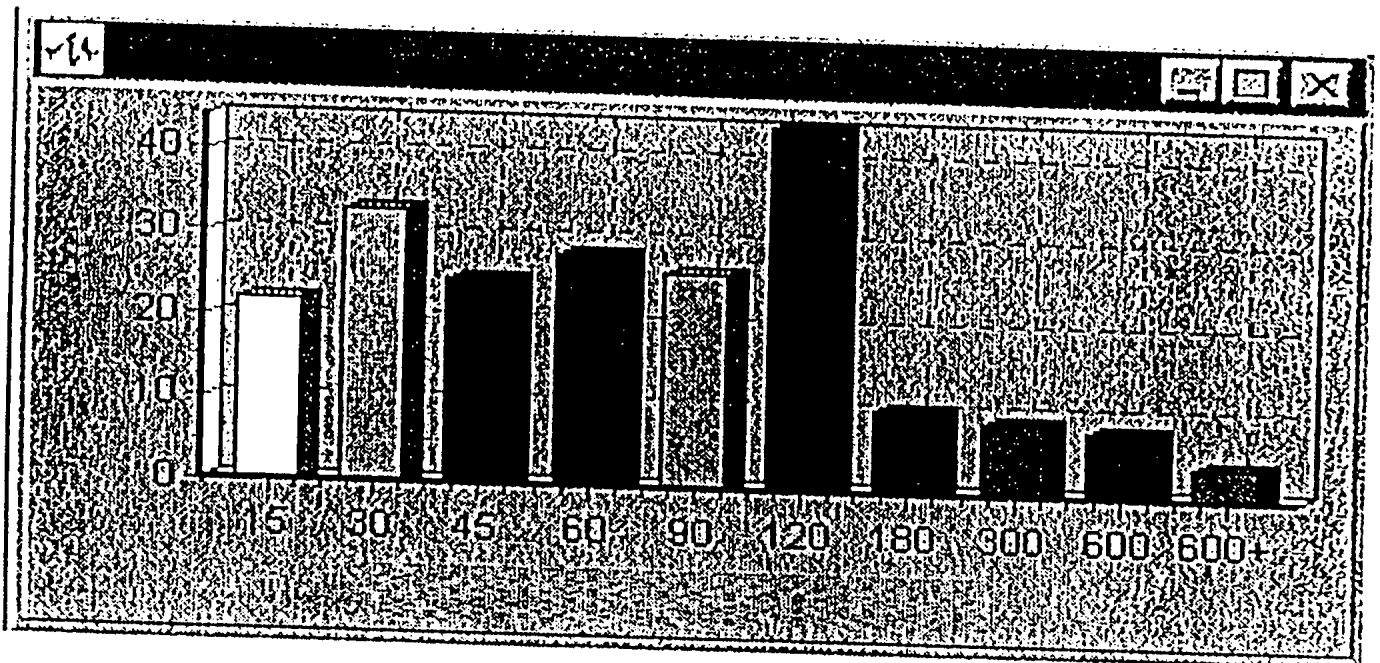
FIG. 48

- Talk Chart



F.G. 49

- Abandon Calls Chart



F.G. 50

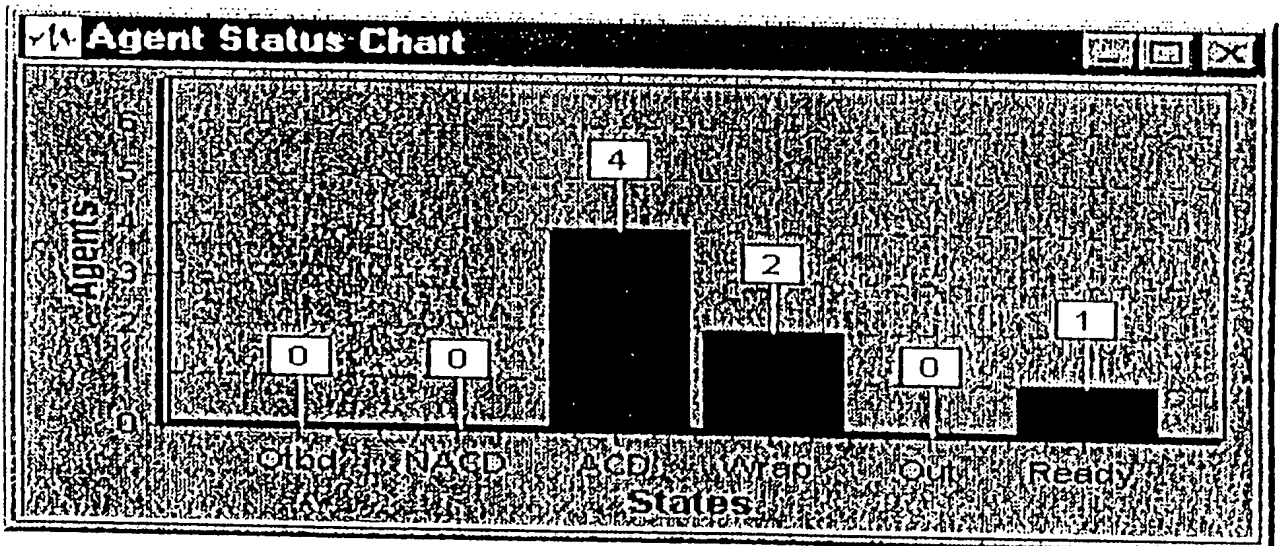
- Agent Status Summary

Agent Status Summary			
Agent Name	State	Time	Team
Eve	ACD	0:11	Cumulus 1
Pat	ACD	1:00	Cumulus 1
Dan	Outbound	0:10	Cumulus 1

Call Monitor Record

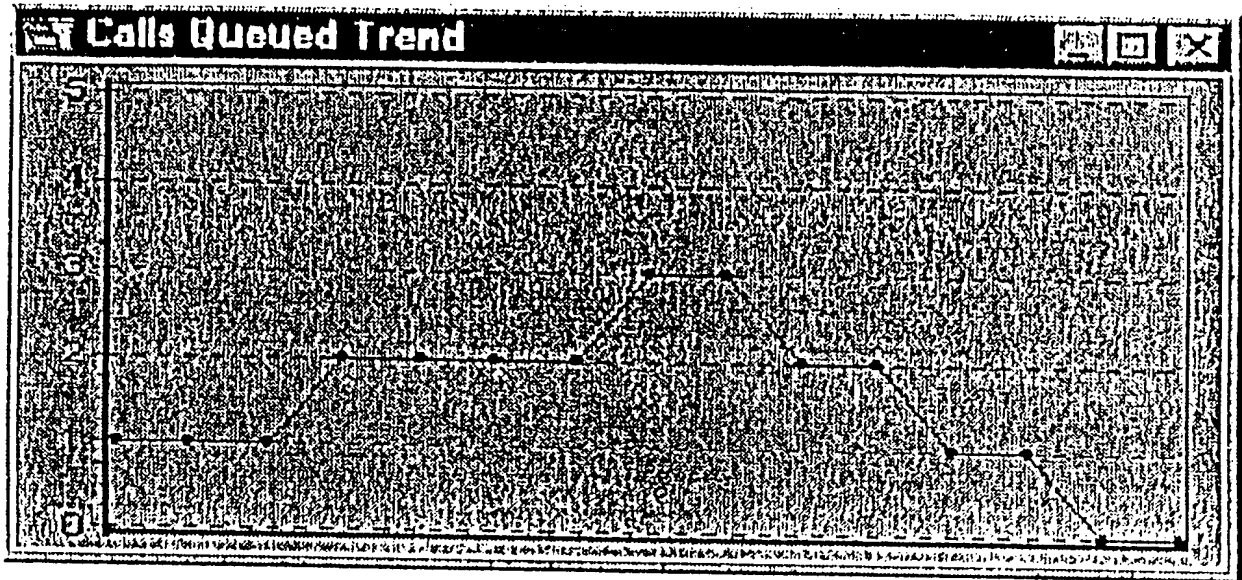
F.G. 51

- Agent Status Chart



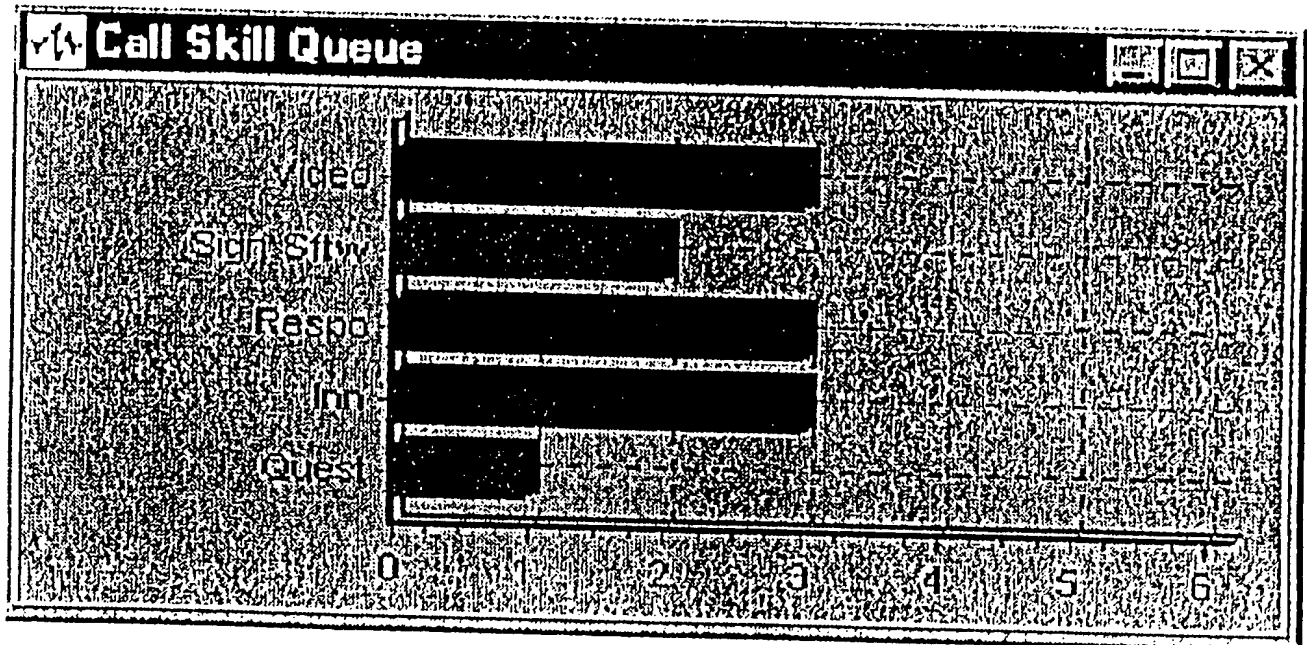
F.G. 52

- Calls Queued Trend



F.G.53

- Calls Queued by Skill Chart



F.G.54

- Agents Queued by Skill Chart

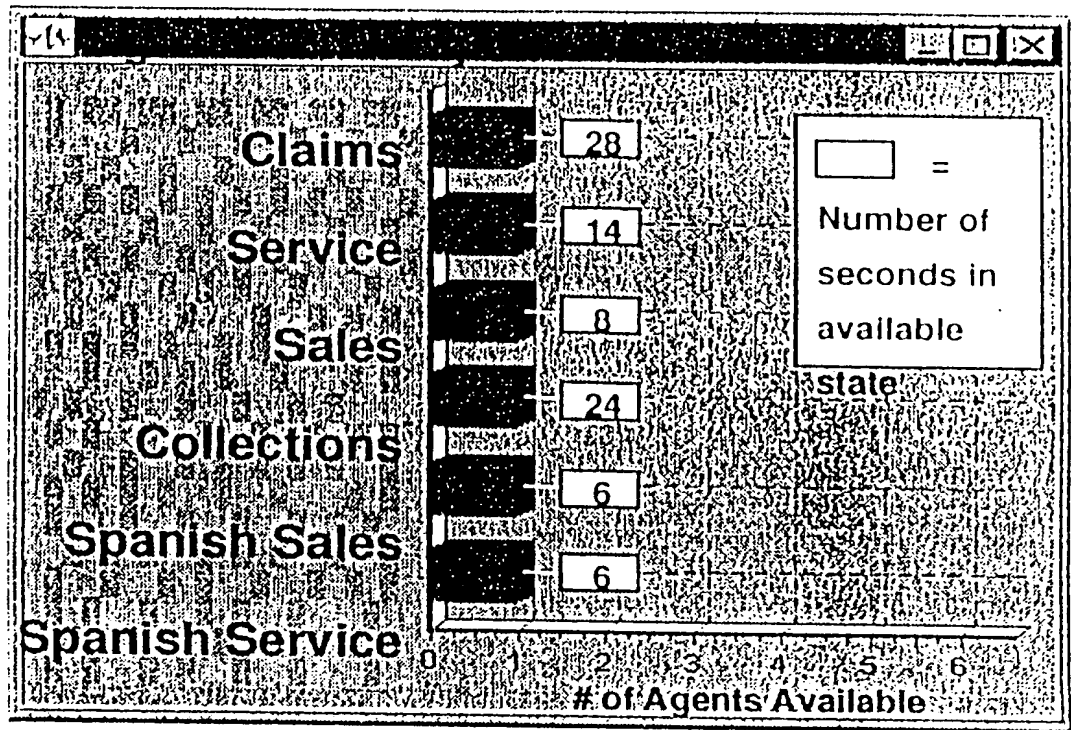


FIG. 55

- Quick View of Calls and Agents

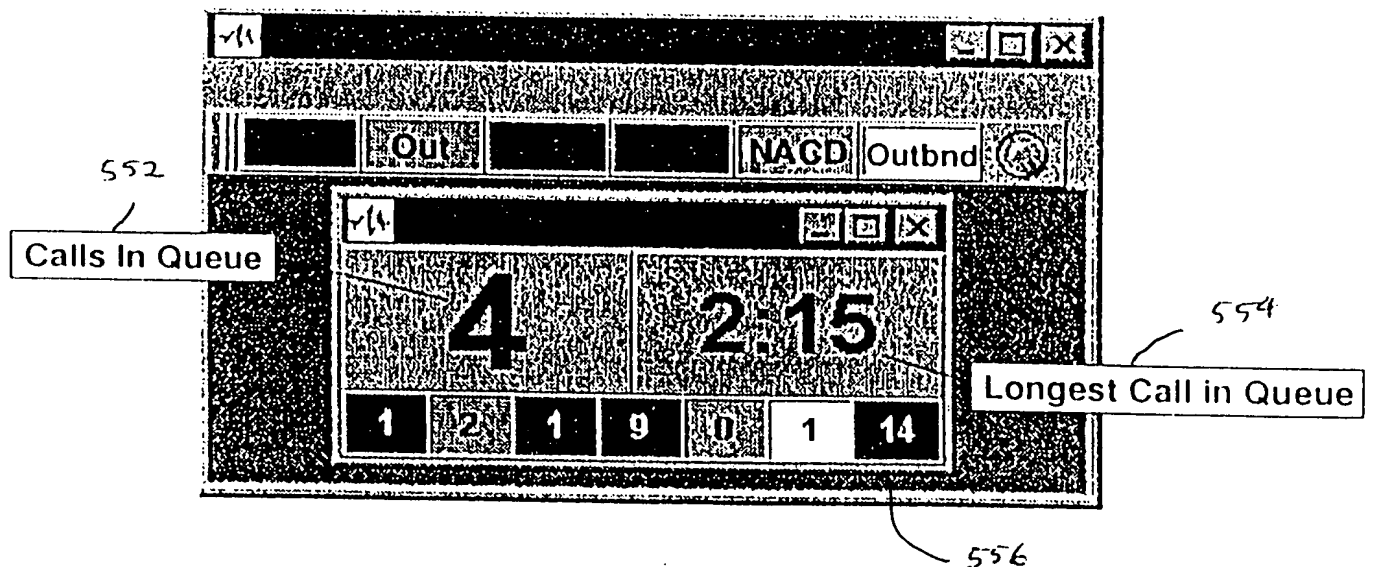
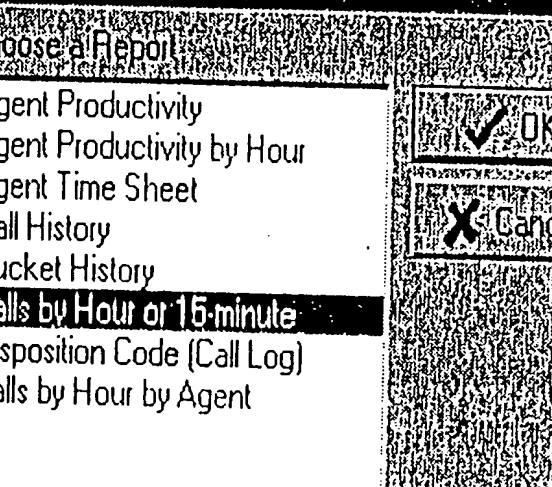
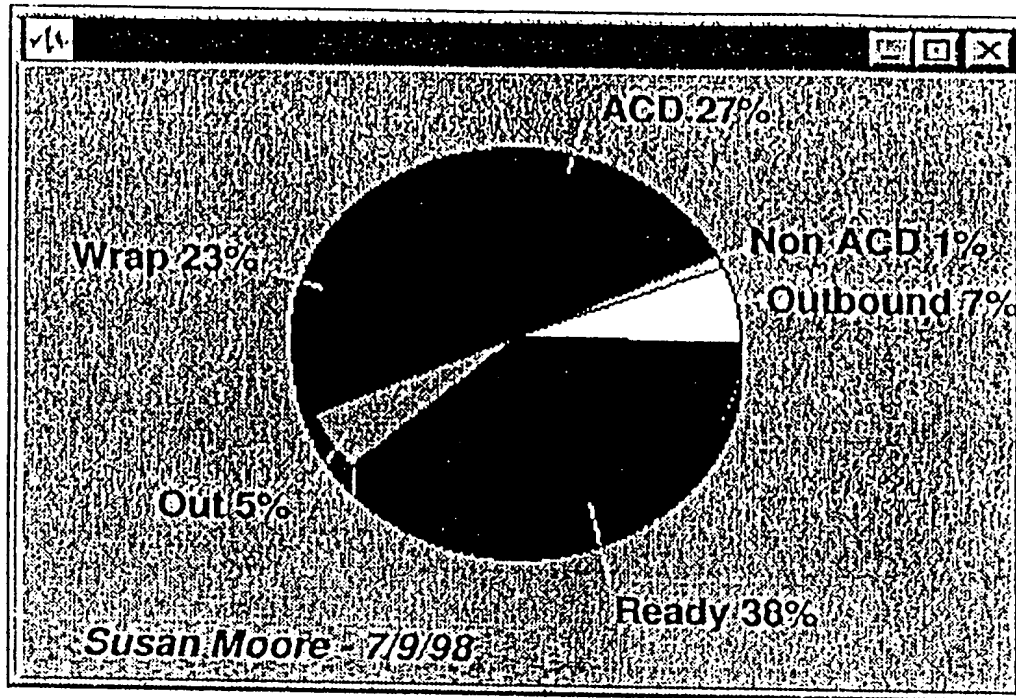


FIG. 56

[illegible]

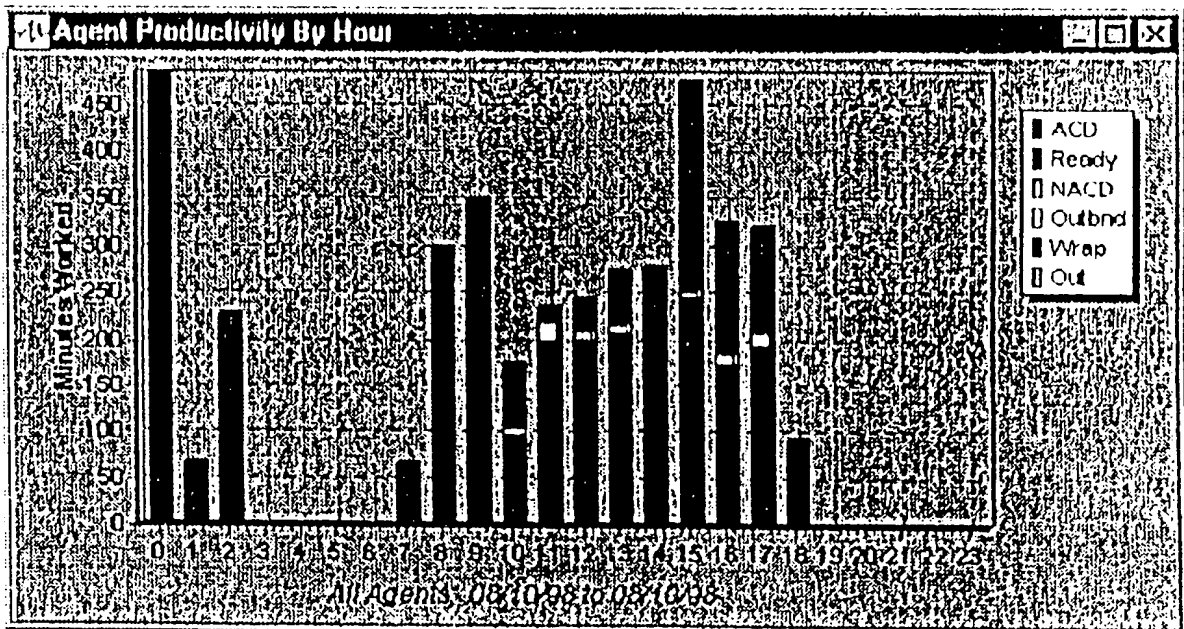
- 
- On-Screen Reports**
- Choose a Report**
- Agent Productivity
 - Agent Productivity by Hour
 - Agent Time Sheet
 - Call History
 - Bucket History
 - Calls by Hour or 15-minute**
 - Disposition Code (Call Log)
 - Calls by Hour by Agent
- OK**
- Cancel**

• Agent Productivity



F.6 58

• Agent Productivity by Hour



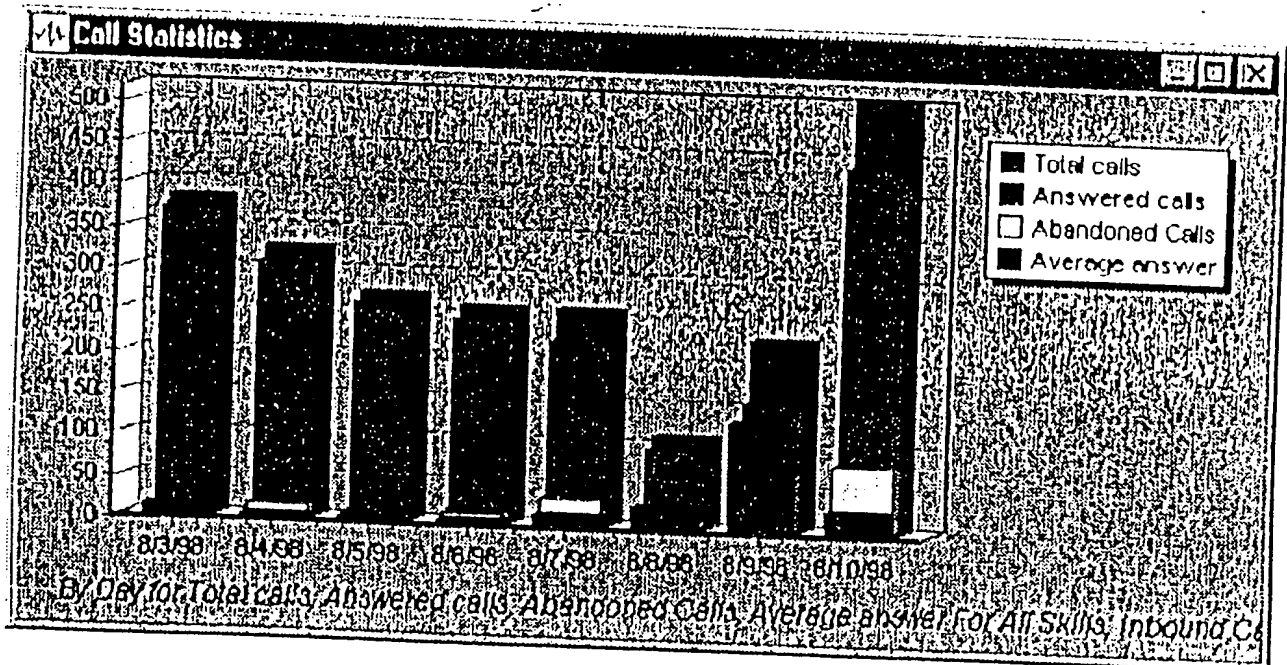
F.6 59

• Agent Time Sheet

All Agents		
Start Date/Time	End Date/Time	Hours
8/1/98 8:00:20 AM	8/1/98 4:58:35 PM	21.03
8/2/98 8:00:49 AM	8/2/98 4:57:18 PM	15.47
8/3/98 6:05:38 AM	8/3/98 10:35:31 PM	47.42
8/4/98 6:01:21 AM	8/4/98 9:55:34 PM	50.30
8/5/98 6:00:05 AM	8/5/98 9:54:44 PM	38.13
8/6/98 6:03:28 AM	8/6/98 9:57:12 PM	42.02
8/7/98 7:07:03 AM	8/7/98 10:00:18 PM	38.10
8/8/98 7:59:41 AM	8/8/98 5:05:54 PM	19.30
8/9/98 8:05:01 AM	8/10/98 2:26:40 AM	49.05
8/10/98 12:33:29 AM	8/10/98 5:58:32 PM	33.43
7/27/98 6:02:19 AM	7/27/98 7:04:20 PM	52.03
7/28/98 7:06:19 AM	7/28/98 6:55:34 PM	59.13
7/29/98 6:00:37 AM	7/30/98 9:23:44 AM	58.13
7/30/98 6:01:35 AM	7/30/98 7:31:36 PM	34.10
7/31/98 7:34:06 AM	7/31/98 7:36:32 PM	57.47
Total Hours = 615.7, Average = 41.0 per day		

F.G. 60

• Call Statistics



F.G. 61

- Bucket History

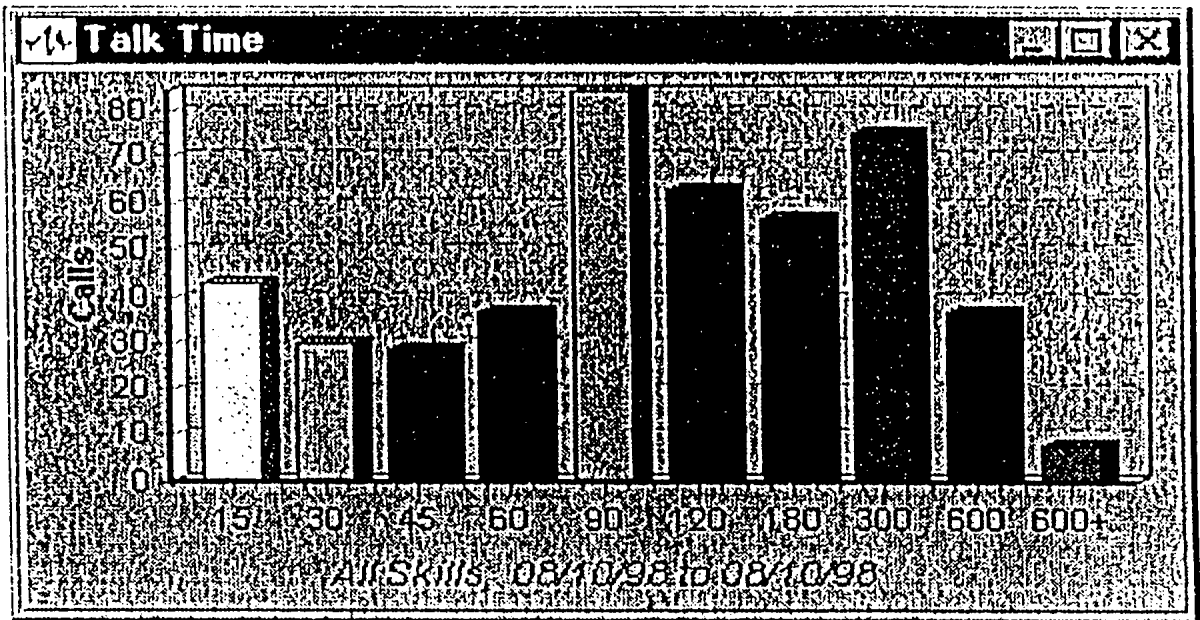


FIG 62

- Calls by Hour or Fifteen Minute

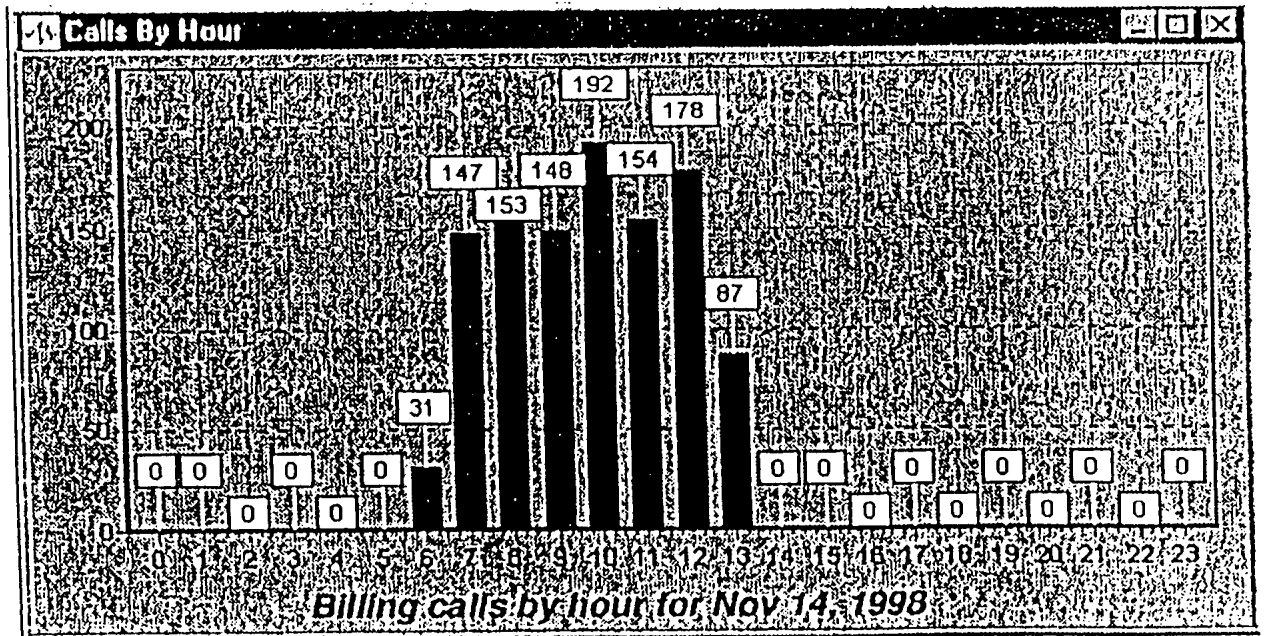
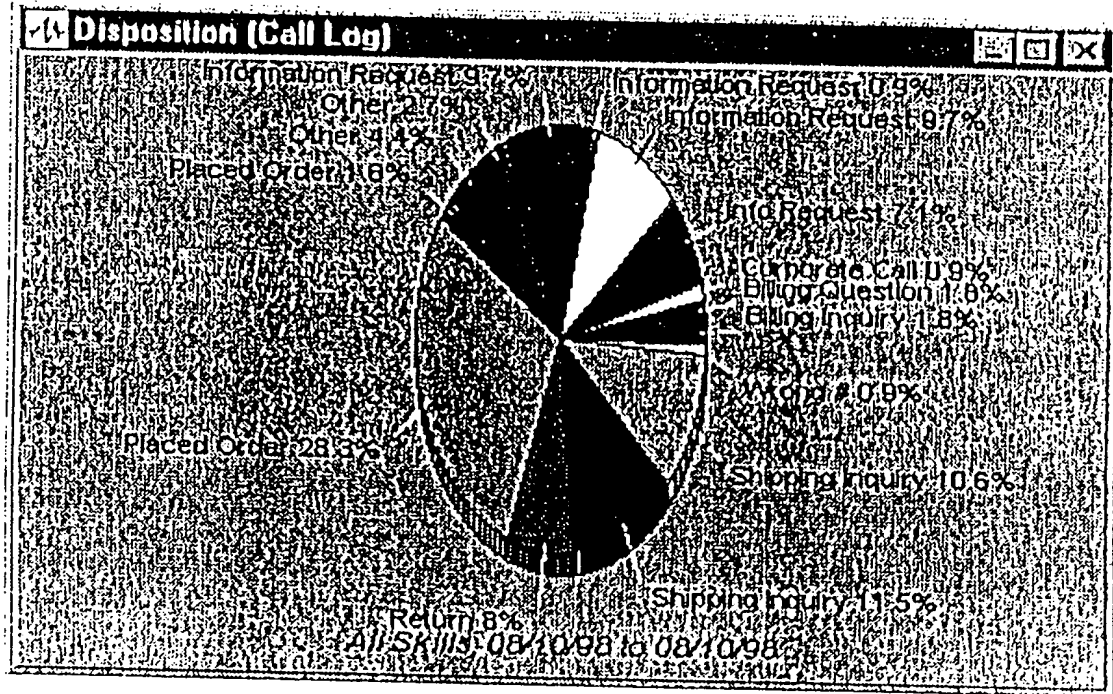


FIG. 63

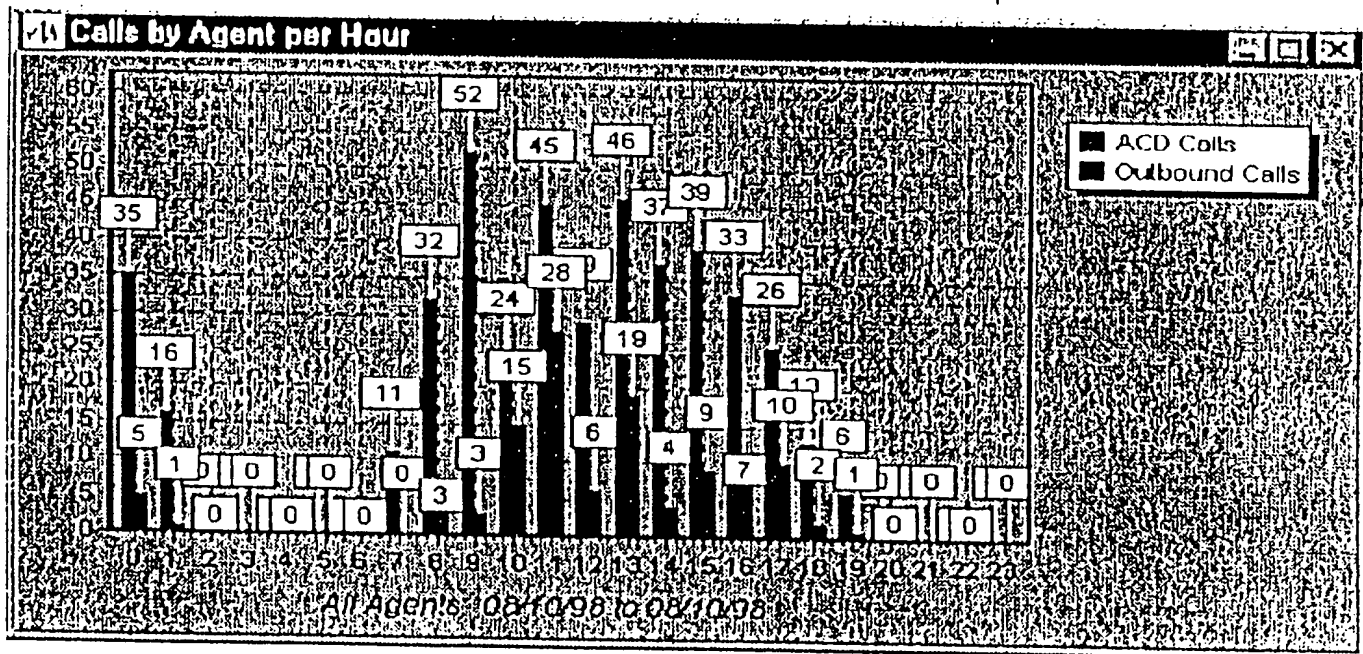
005220-182ET560

- Disposition Code (Call Log)



F.6 64

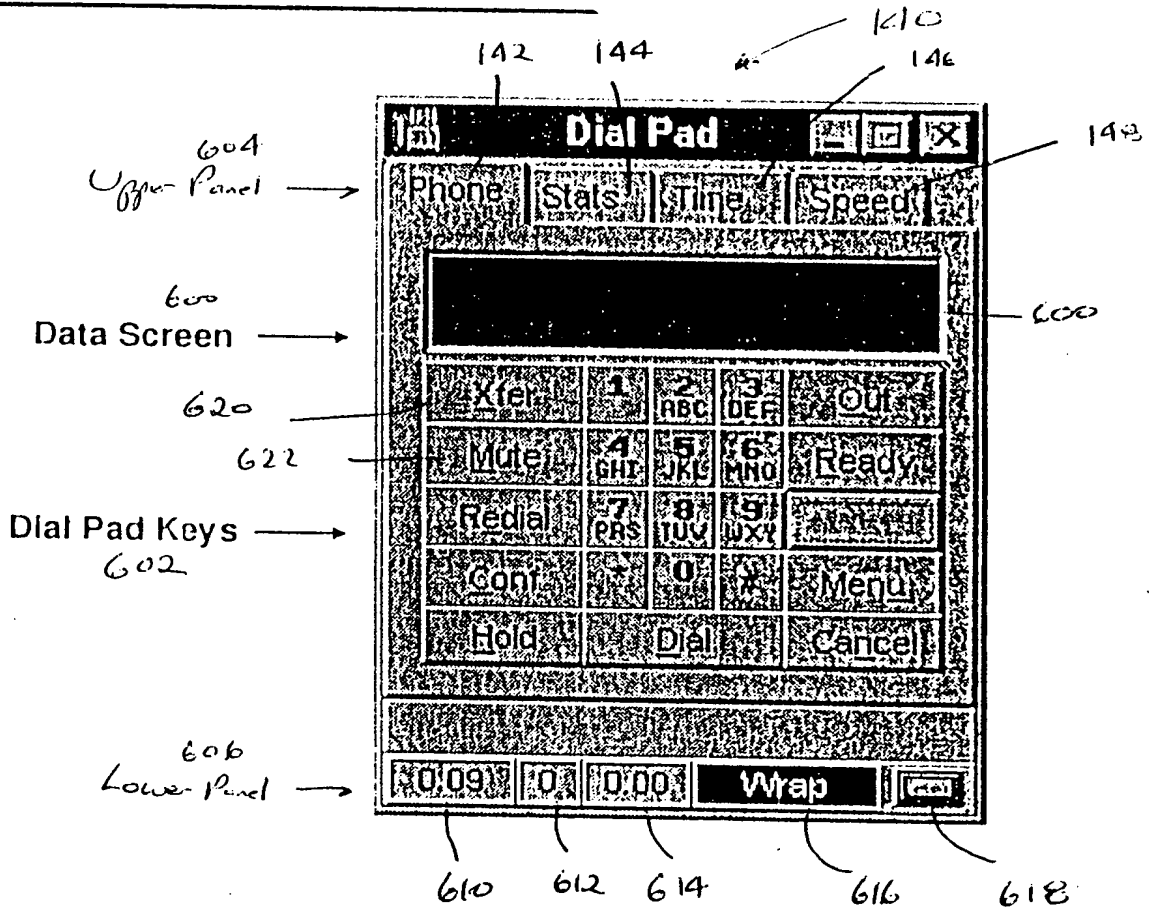
- Calls by Agent Per Hour



F.6 65

005220-11821560

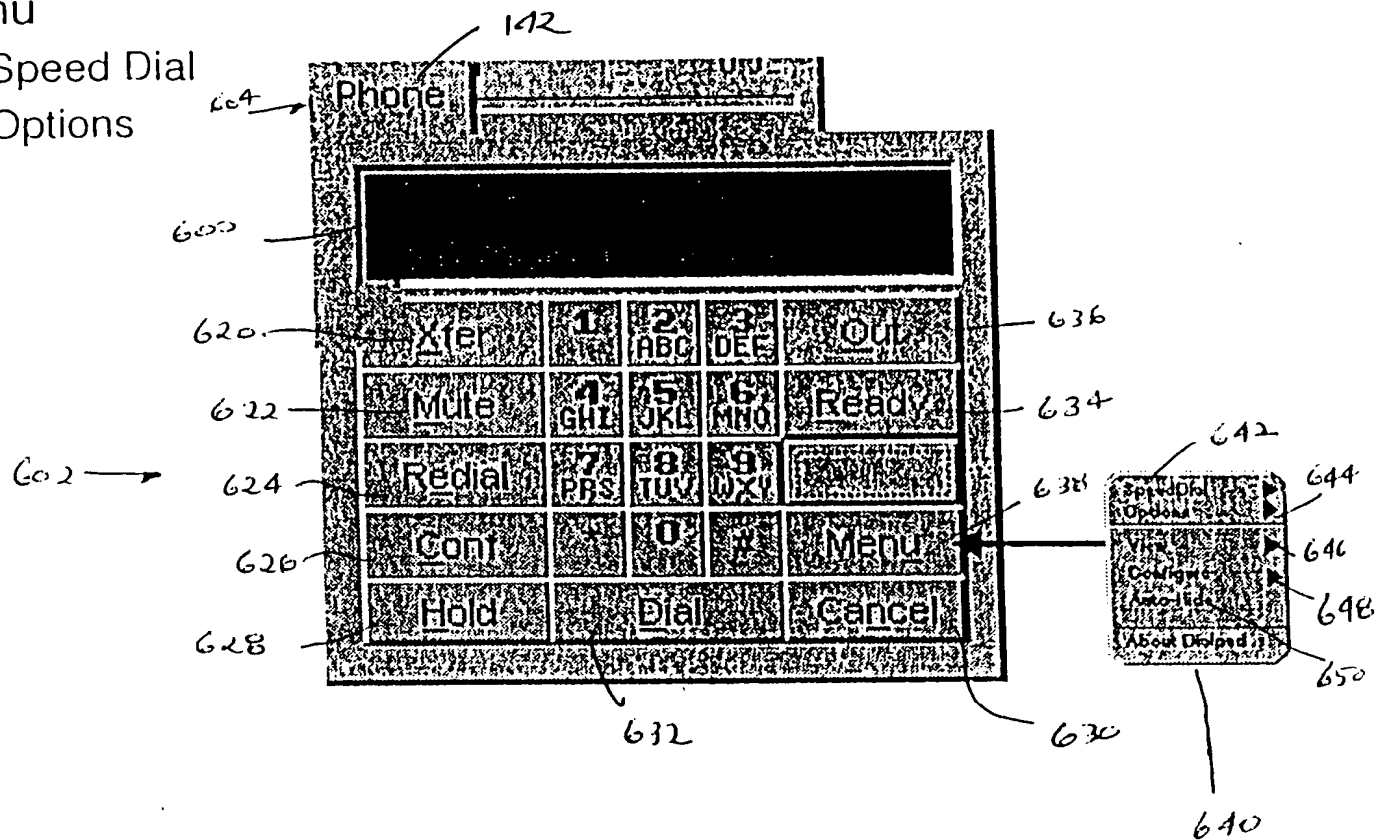
Dial Pad Layout



F. G. 66

Phone Tab

- Menu
 - Speed Dial
 - Options



F.G. 67

Stats Tab

- Total Calls (ACD, NACD, Outbound)
- Average Time for Each Type

142 144 146 148

Dial Pad			
Phone	Stats	Time	Speed
		Calls	Avg
ACD	24	4:15	
NACD	0	0:00	
Outbound	1	6:23	
2:02 0 0:00 12 Out			

F.G. 68

Speed
Tab

Speed 148

A	Rob Office
B	David's Mobile Phone
C	David's Desk
D	Home
E	
F	
G	
H	
Total Calls	

F.G. 69

005220-18221500

[illegible]

-
- 142 144 146 148
- Dial Pad**
- Phone Stats Time Speed
- ACD Outbound Non ACD
- 76% 15% 8% 1%
- Ready Wrap Out
- 219 1 003 Out

F. G. 70

Figure 6 is a screenshot of the Constructive Editor software interface. The interface includes a menu bar with 'File Menu', 'Edit Menu', and 'Window Menu'. Below the menu bar is a toolbar with icons for STAFF, CAPTURE, SPEAK, IF, CASE, DIAL, HANGUP, RECORD, and SET. A table with columns 'Method', 'Expression', 'Action ID', '(True)', and '(False)' is visible. The main area displays a flowchart with nodes like 'Start', 'Volume', 'PIN', and 'Repeat PIN'. Handwritten annotations include '4.65 Properties' pointing to the table, '4.64 Script Display' pointing to the flowchart, and various numbers (712, 722, 730, 758, 732, 742, 762, 764, 766, 768, 770) pointing to specific elements.

71

96A
Script
Display

$$\begin{array}{ccccccc} \text{H}_2\text{N}- & \text{CH}_2- & \text{C}(=\text{O})- & \text{NH}- & \text{CH}_2- & \text{C}(=\text{O})- & \text{NH}_2 \\ | & & & & & & \\ \text{H}_2\text{N}- & \text{CH}_2- & \text{C}(=\text{O})- & \text{NH}- & \text{CH}_2- & \text{C}(=\text{O})- & \text{NH}_2 \\ | & & & & & & \\ \text{H}_2\text{N}- & \text{CH}_2- & \text{C}(=\text{O})- & \text{NH}- & \text{CH}_2- & \text{C}(=\text{O})- & \text{NH}_2 \end{array}$$

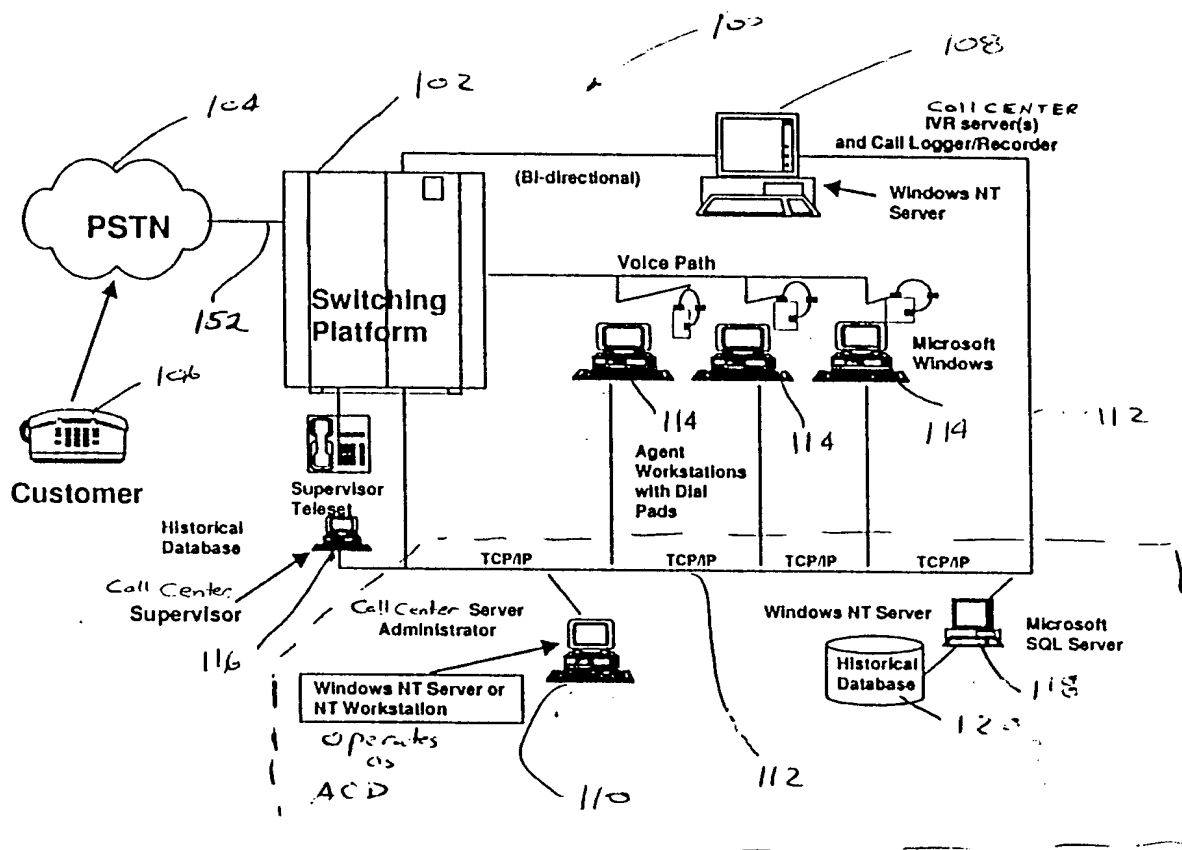



FIG. 1

ACD and IVR/VRU Call Flow Script Editor

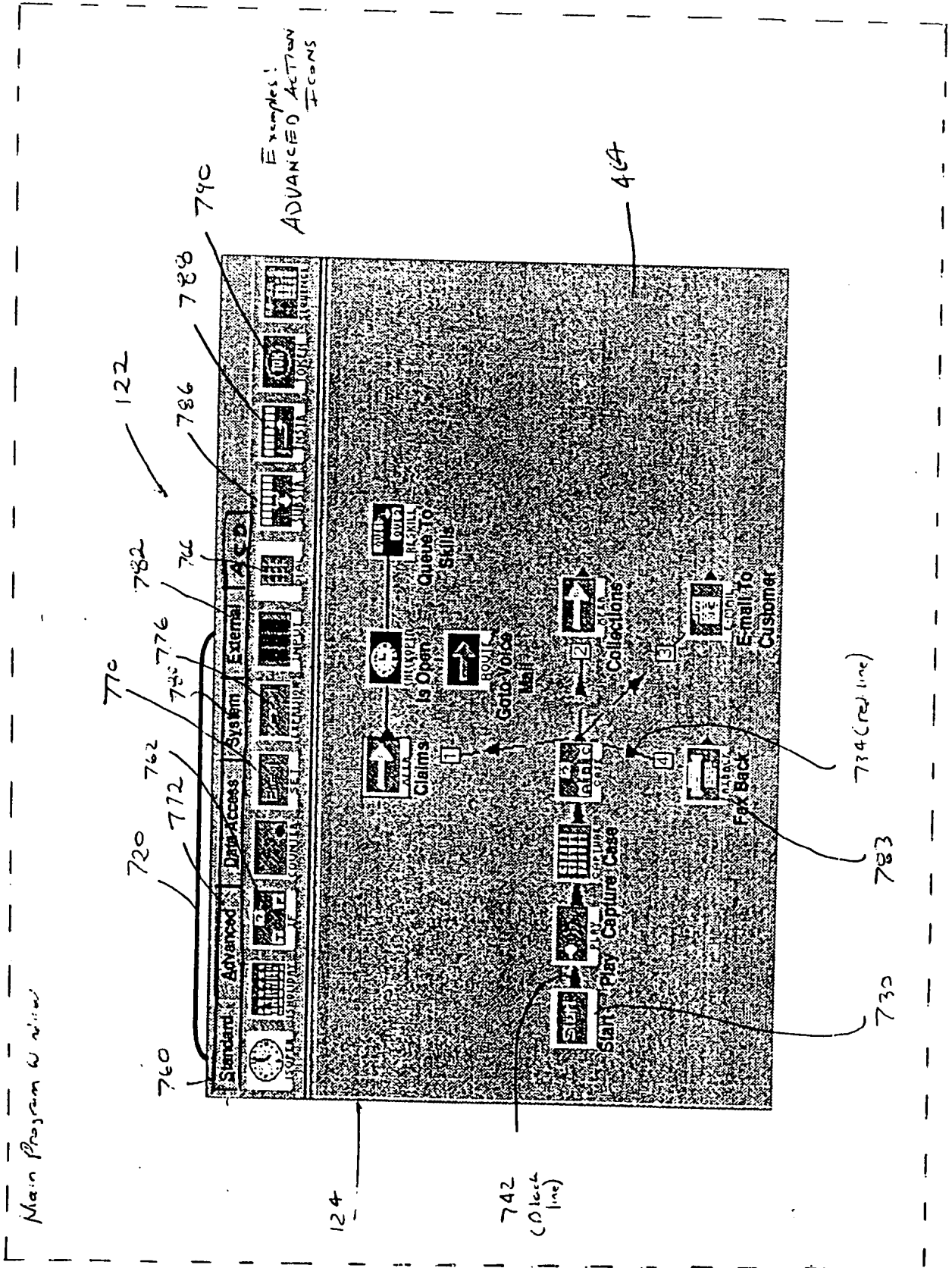


FIG. 2

Call Processing Overview

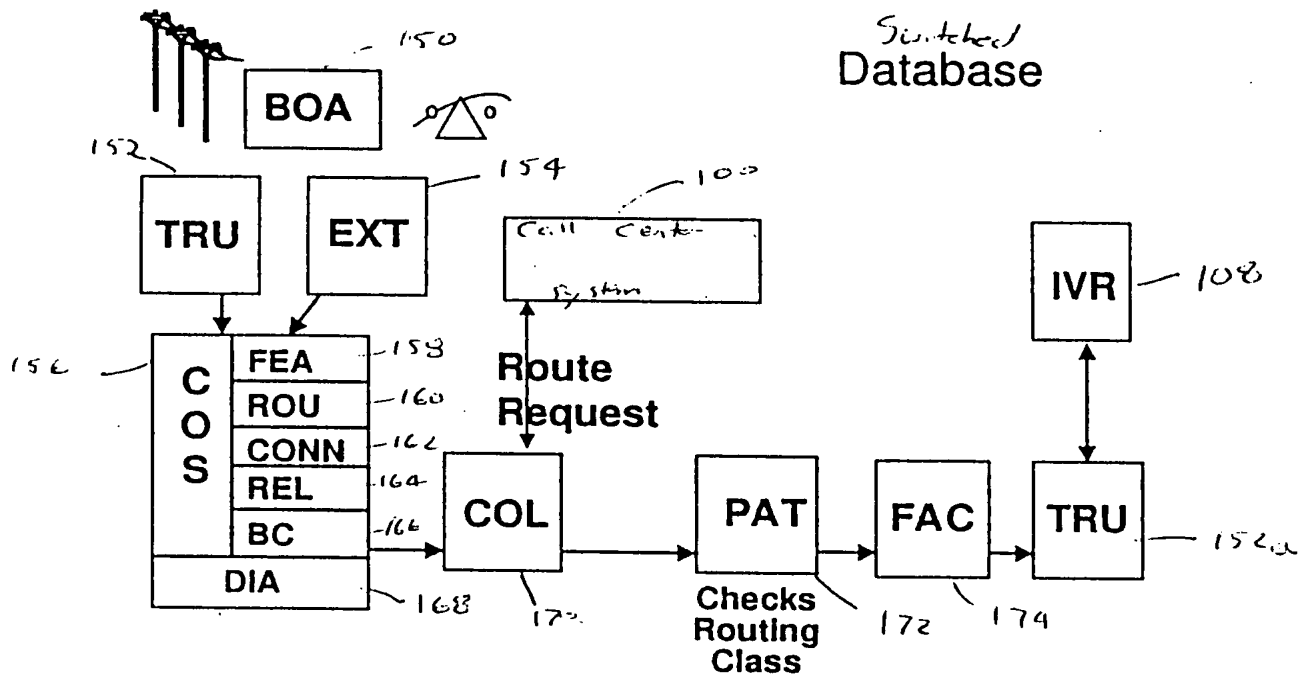


FIG 3

Call Processing

Defines which boards go into which shelves and slots.

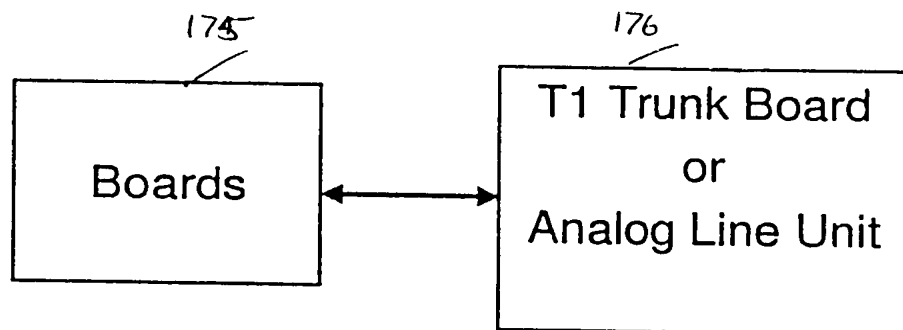


FIG. 4

Route Request Configuration

A ...? System
HIL ...? Route
HILROUTE ...? ADD

Route Request Name ROUTE-REQUEST-1

Profile Number 39

Logical Device Name..... LINKONE

Failure Destination STA

FIG. 5

System Device Configuration

A ...? System
SYSEDIT ...? Device
SYSDEV ...? List

System Device L1

LINK type CALL-LINK

Link media Type LAN

HIL Link Failure Queue Timer 5 seconds

FIG 6

System Logical Device Configuration

A ...? System	
SYSEDIT ...? Logical	
SYSLOG ...? List	
Logical Device Name.....	LINKONE
Logical Device Type.....	CALL-LINK
System Device	L1

FIG. 7

HIL Message Format (Serial)

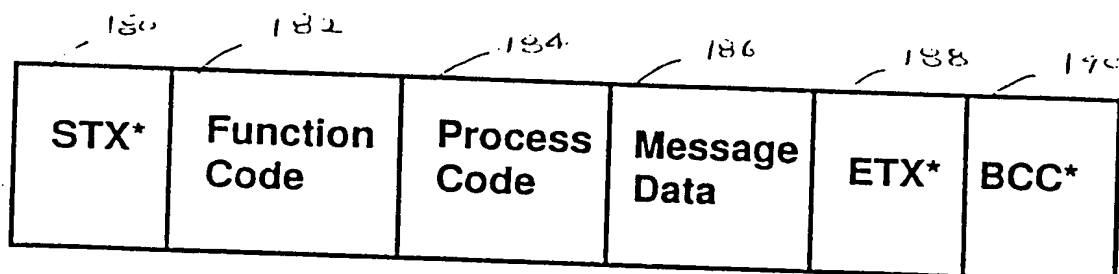


FIG. 8

Year	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	2037	2038	2039	2040	2041	2042	2043	2044	2045	2046	2047	2048	2049	2050	2051	2052	2053	2054	2055	2056	2057	2058	2059	2060	2061	2062	2063	2064	2065	2066	2067	2068	2069	2070	2071	2072	2073	2074	2075	2076	2077	2078	2079	2080	2081	2082	2083	2084	2085	2086	2087	2088	2089	2090	2091	2092	2093	2094	2095	2096	2097	2098	2099	2100
1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	2037	2038	2039	2040	2041	2042	2043	2044	2045	2046	2047	2048	2049	2050	2051	2052	2053	2054	2055	2056	2057	2058	2059	2060	2061	2062	2063	2064	2065	2066	2067	2068	2069	2070	2071	2072	2073	2074	2075	2076	2077	2078	2079	2080	2081	2082	2083	2084	2085	2086	2087	2088	2089	2090	2091	2092	2093	2094	2095	2096	2097	2098	2099	2100	

FG 9

A block diagram illustrating a call center system architecture. The diagram includes the following components and connections:

- Switch (102)**: A large rectangular block on the left. An arrow points into it from the left. It is connected to the HIL Link (196) and the HIL Station (198).
- HIL Link (196)**: A rectangular block at the top center. It receives input from the Switch (102) and connects to the Call Center System (100).
- Call Center System (100)**: A rectangular block on the right. It receives input from the HIL Link (196) and has a bidirectional connection to the Computer (194).
- HIL Station (198)**: A rectangular block at the bottom left. It is connected to the Switch (102) and a telephone handset icon.
- Computer (194)**: A desktop computer icon at the bottom center, connected to the Call Center System (100).

```
graph LR; In(( )) --> Switch[Switch 102]; Switch --> HIL_Link[HIL Link 196]; HIL_Link --> Call_Center_System[Call Center System 100]; Call_Center_System <--> Computer[Computer 194]; Switch --> HIL_Station[HIL Station 198]; HIL_Station --- Phone[Phone];
```

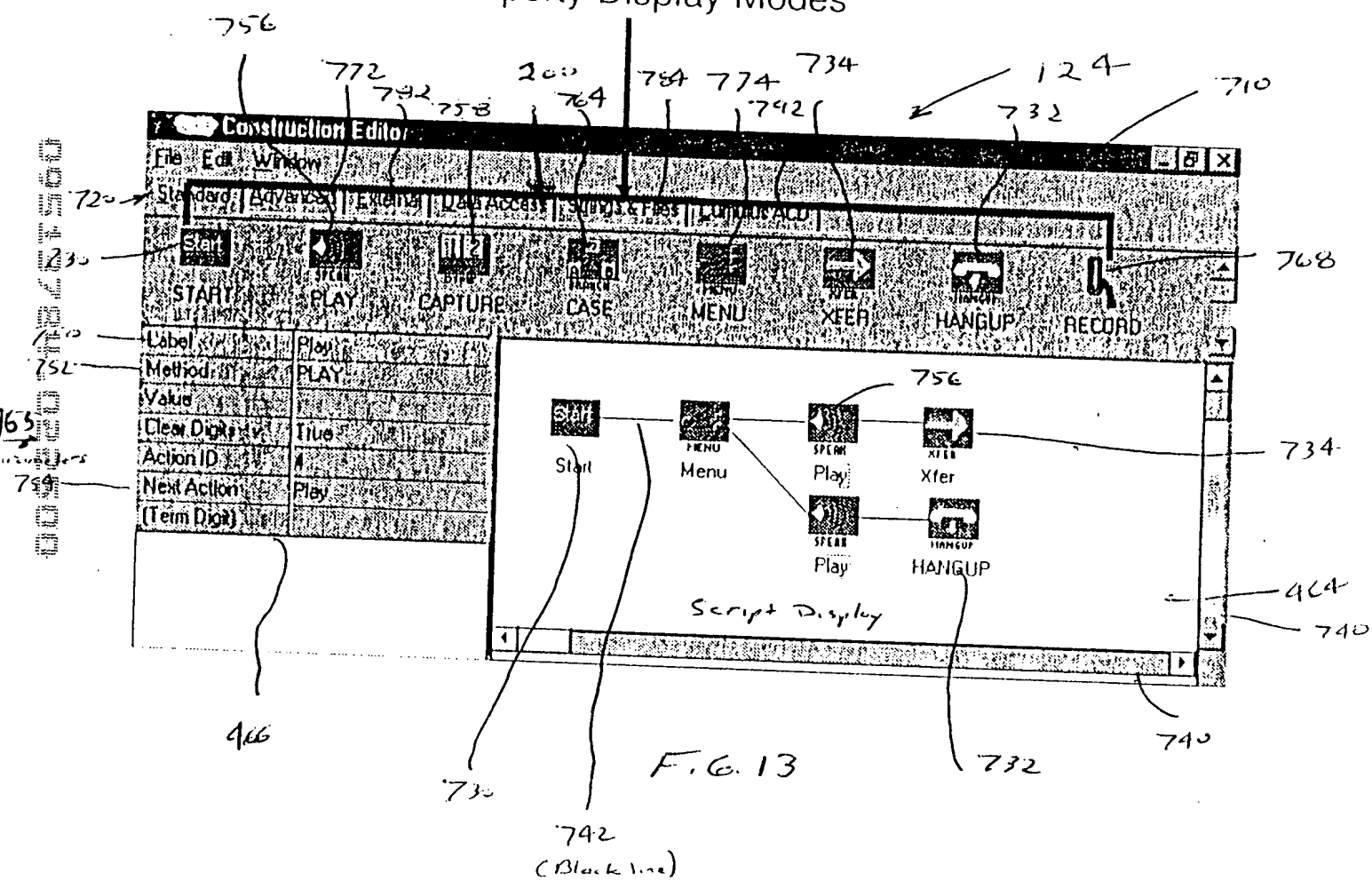
FIG. 10

[illegible]

F. G. 11

F.C. 12

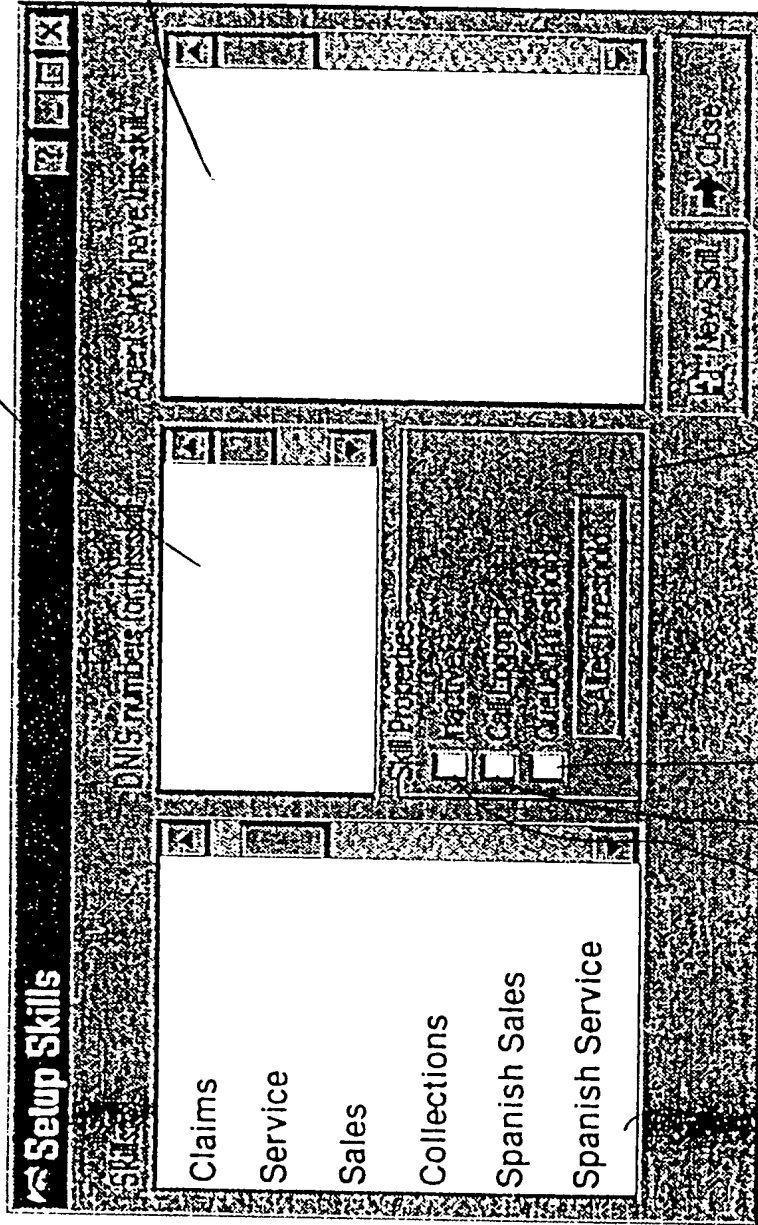
Property Display Modes



Setup From
ACD Manager Screen

380

210



394

382

386 390 372

378

FIG. 14

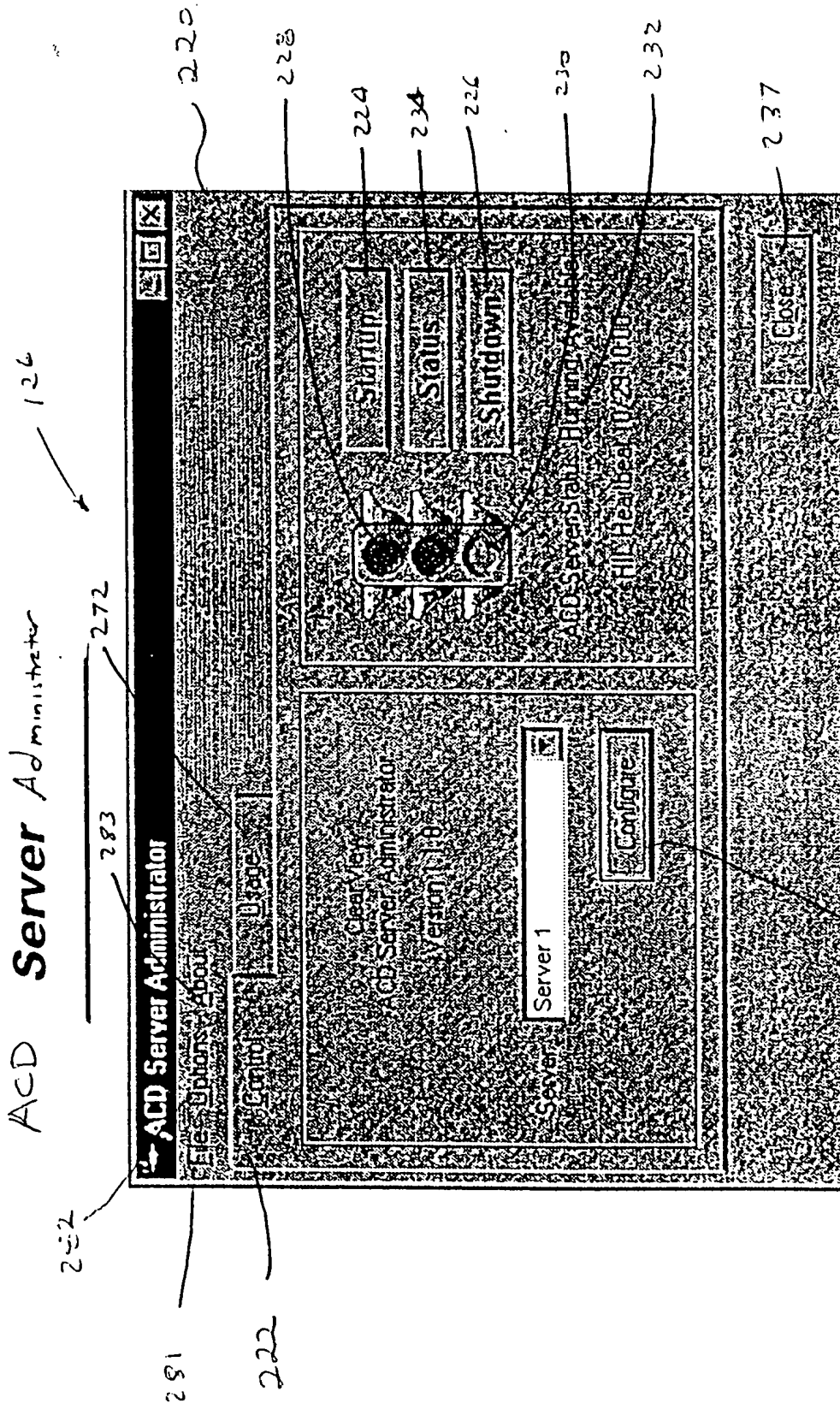
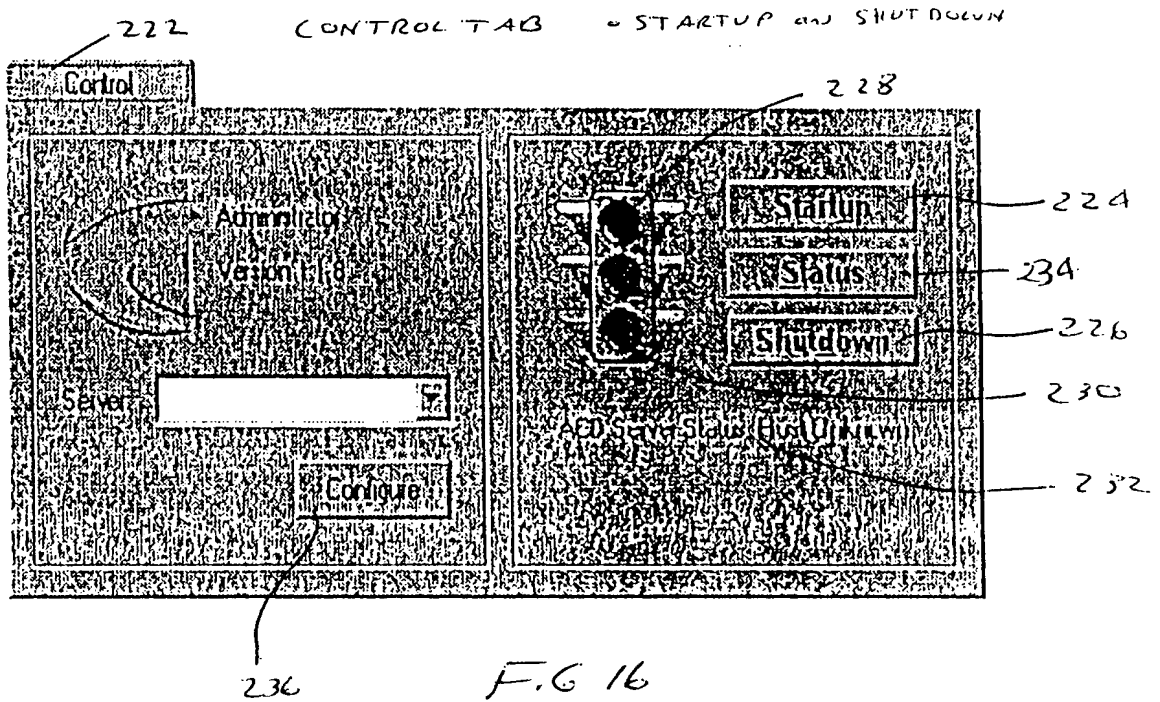


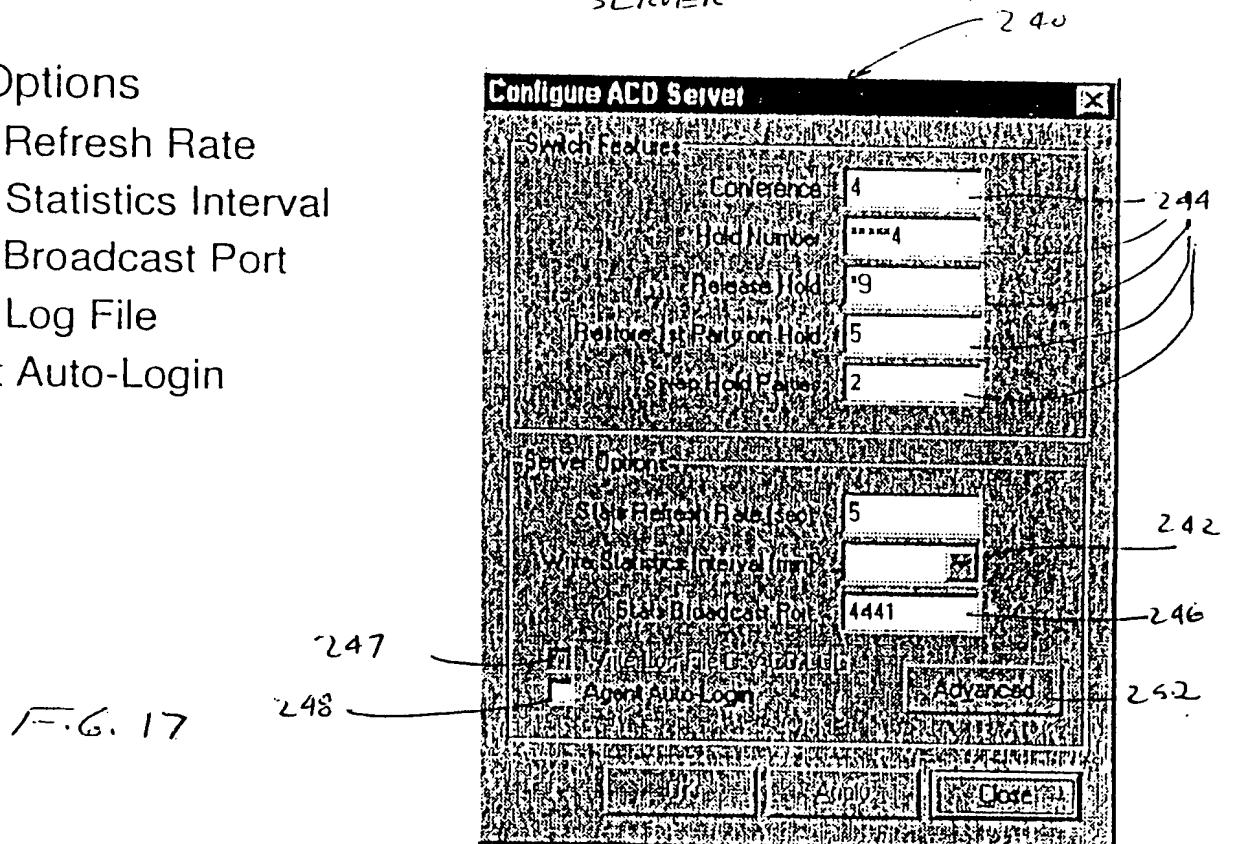
FIG. 15



CONTROL TAB SERVER

• Server Options

- Stats Refresh Rate
- Write Statistics Interval
- Stats Broadcast Port
- Write Log File
- Agent Auto-Login



00517784-02200

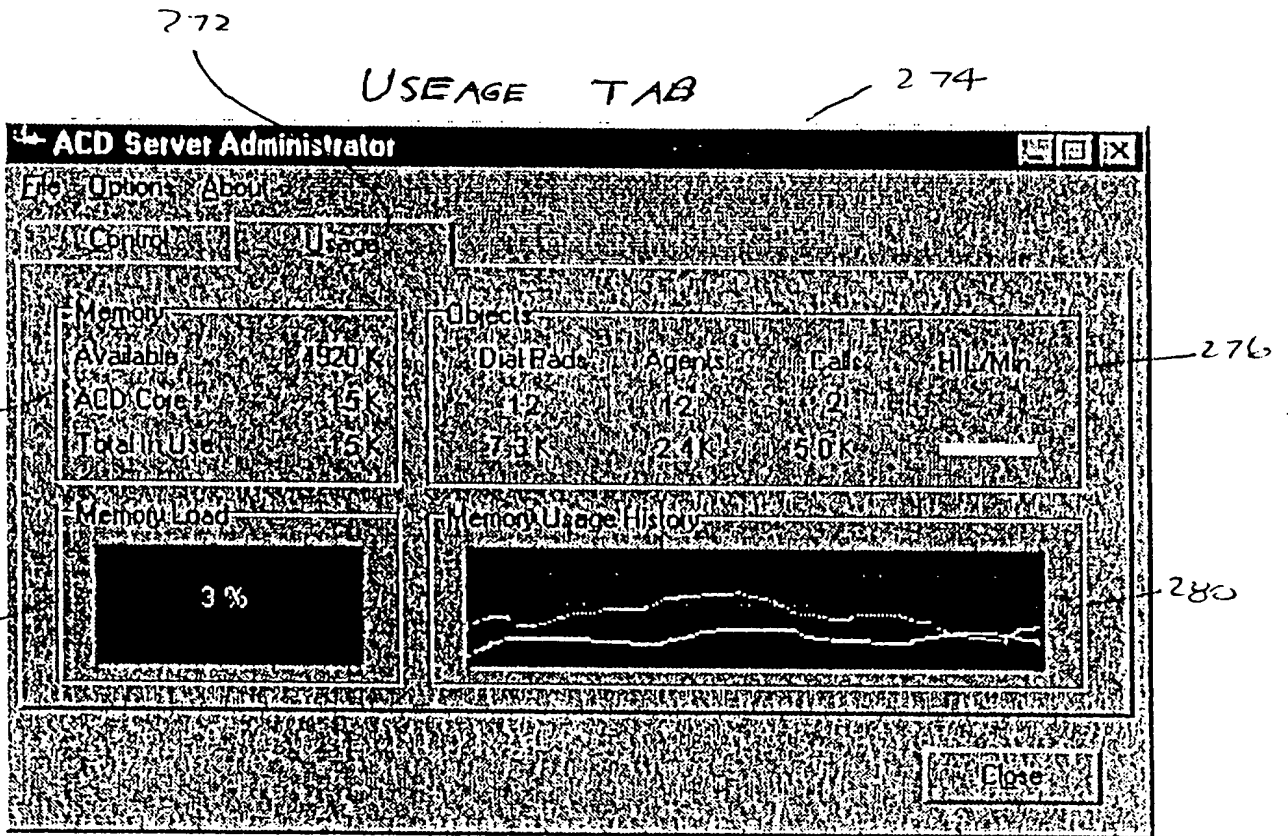
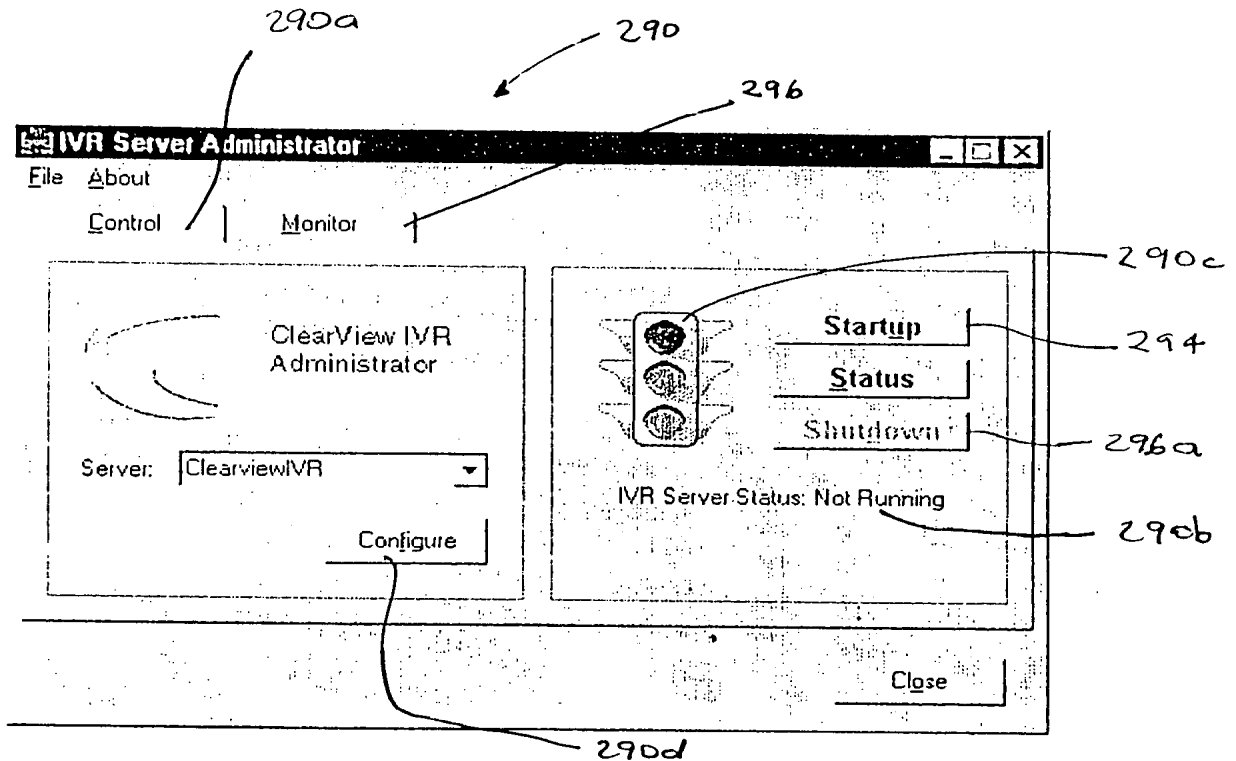
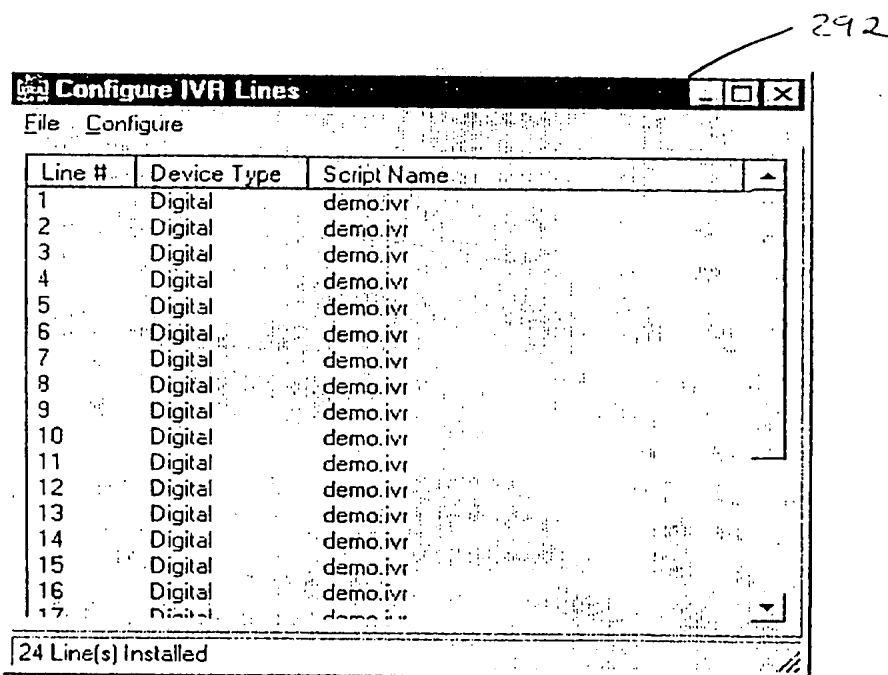


FIG. 19



F. 6. 199



F. 6. 191

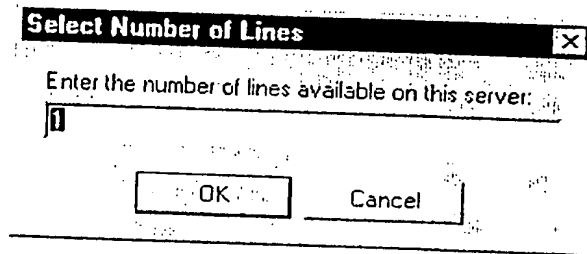


FIG 19c

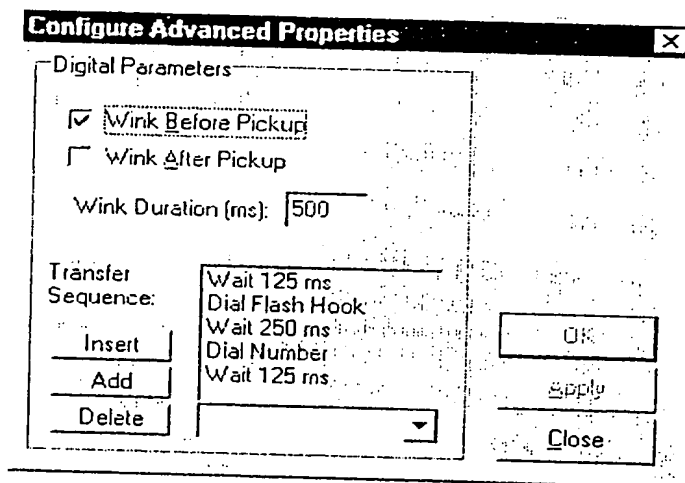
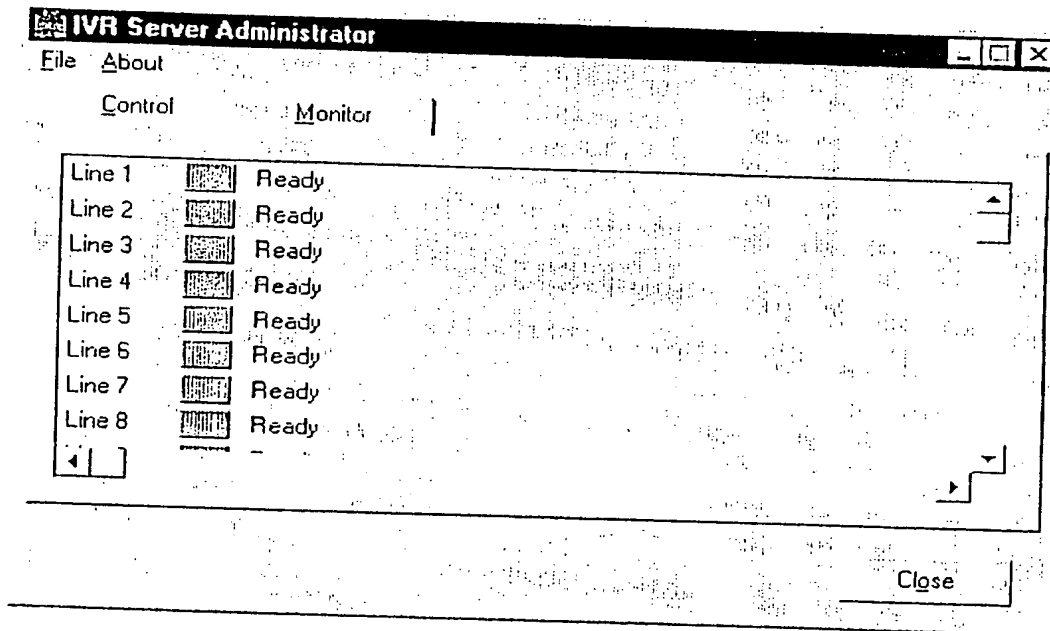


FIG 19d



F.G.19e

Manager

INTERFACE

- Interface between call center Database Administrator and ClearView resource database and scripts.
- Database Tables:
 - Station Management
 - Agent Teams
 - Call Center Hours of Operation
 - Agent Skills
 - Call Disposition Tracking
 - Agent Extensions
 - DNIS Configuration

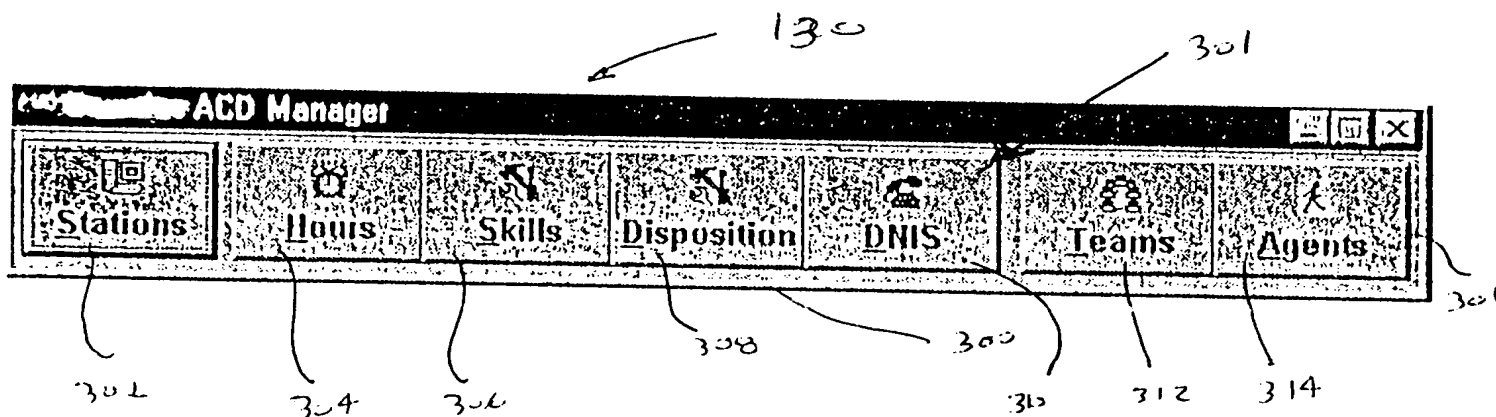


FIG. 20

Station Management

- Creating a New Station
- Modify an Existing Station

324 326 327 320 324

322

Setup Stations

Choose a station below to modify or select "Create a New Station"

Node Name	Circuit	Ext	Status
Agent_1	011705	7701	NEW
Agent_2	011706	7702	NEW
Agent_3	011707	7703	NEW
Agent_4	011708	7704	NEW
Agent_5	011709	7705	NEW
Agent_6	011710	7706	NEW
Agent_7	011711	7707	NEW
Agent_8	011712	7708	NEW
DAVD2	011707	7703	NEW

322

Circuit Number: 011705

Extension: 7701

☒ Save Station Changes

☒ Disable this Station

☐ Create a New Station

326 328 330 331

Station Status: CURR = In use, DISC = Not in use, NEW = Modified but not in use yet.

FIG. 21

00543724 02500

Call Center Hours of Operation

- Setting Up Routing Schedules

332

Holiday Schedule

Holiday 1999

Choose the day or a range of days which the holiday will be applied. Make sure you do not schedule a day that has already been scheduled.

Single day or first day
9/15/99

September 1999

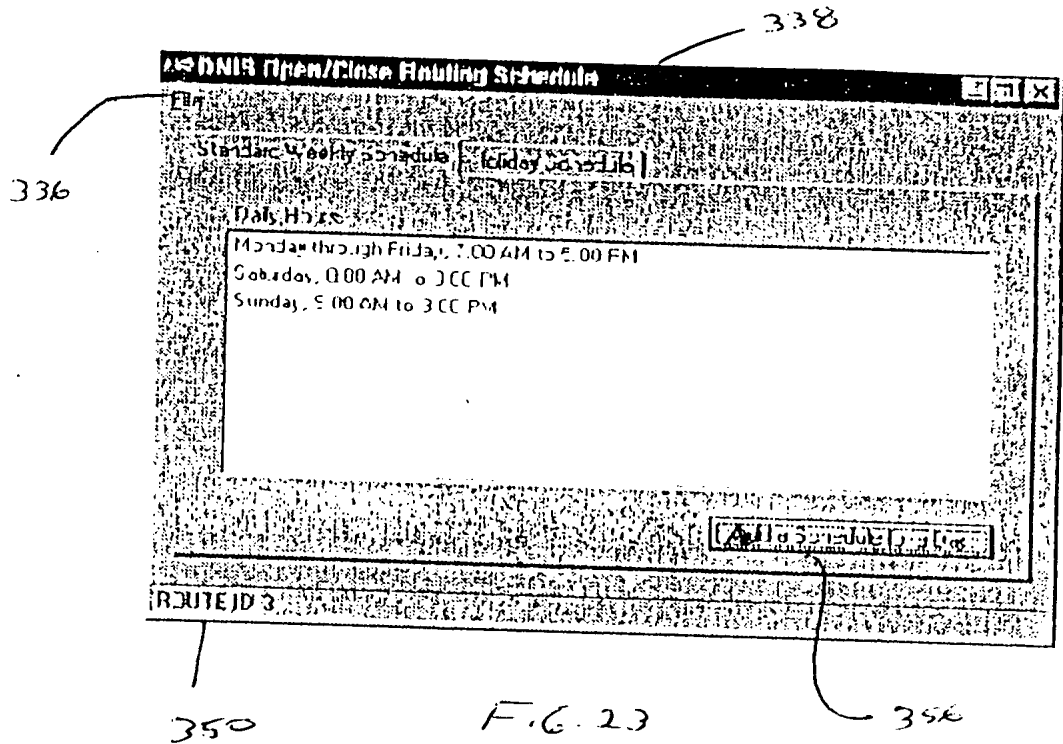
Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

Cancel OK

Today: 01/02/2000

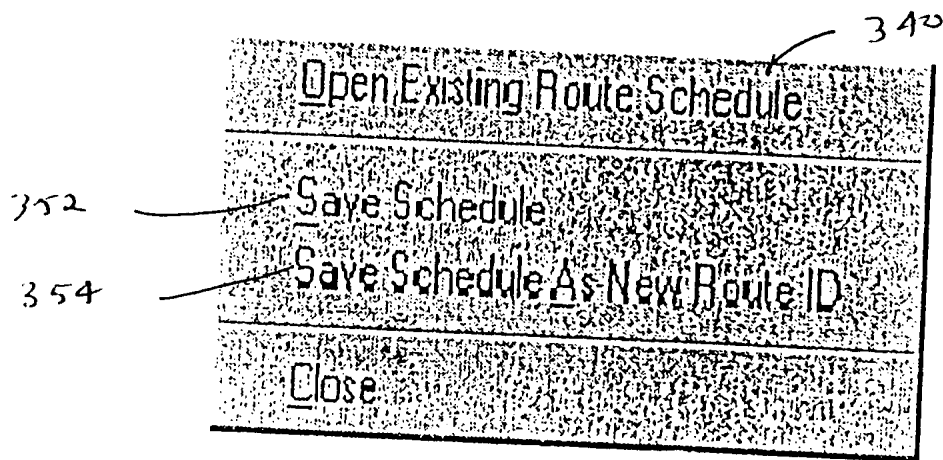
FIG. 22

- Days and Times of Operation



F.6.23

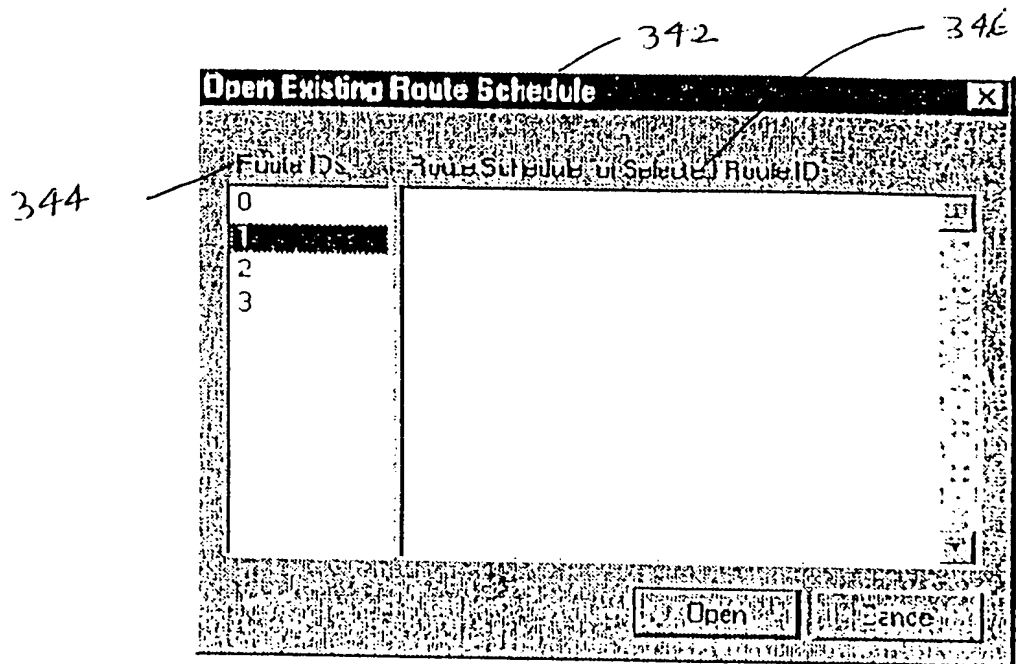
Opening and Saving
Route Schedules



F.6.24

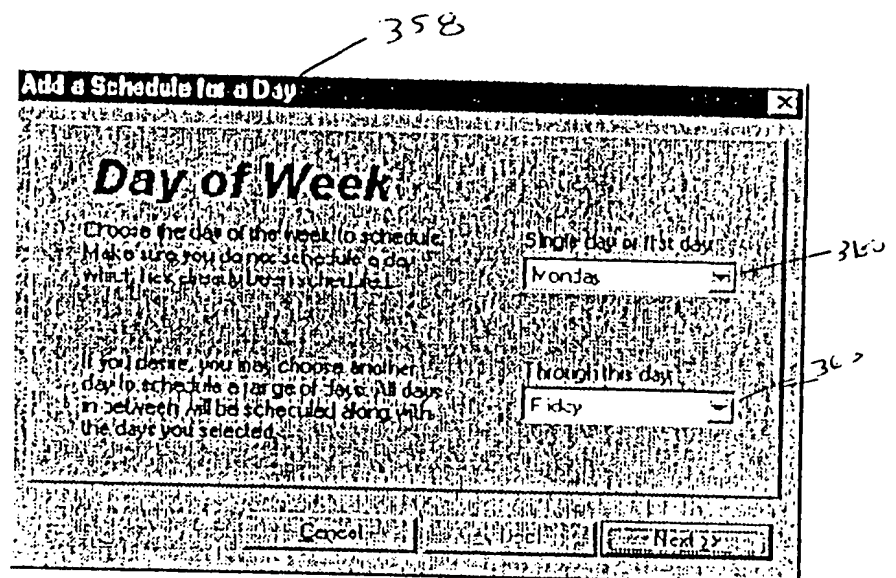
005220" 48224500

- Open Existing Role Schedule



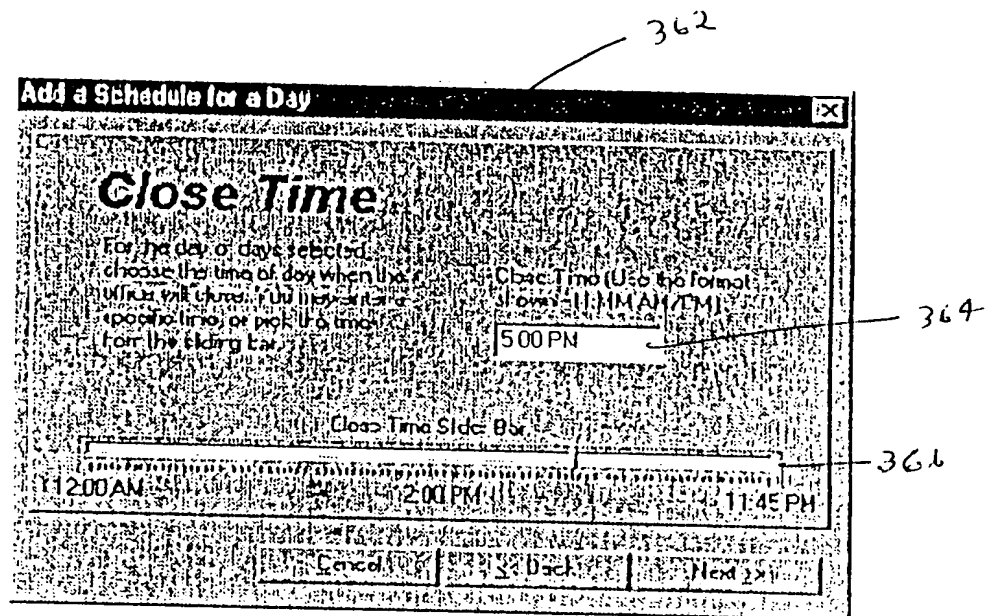
F.G. 25

- Setting Up Standard Weekly Schedule



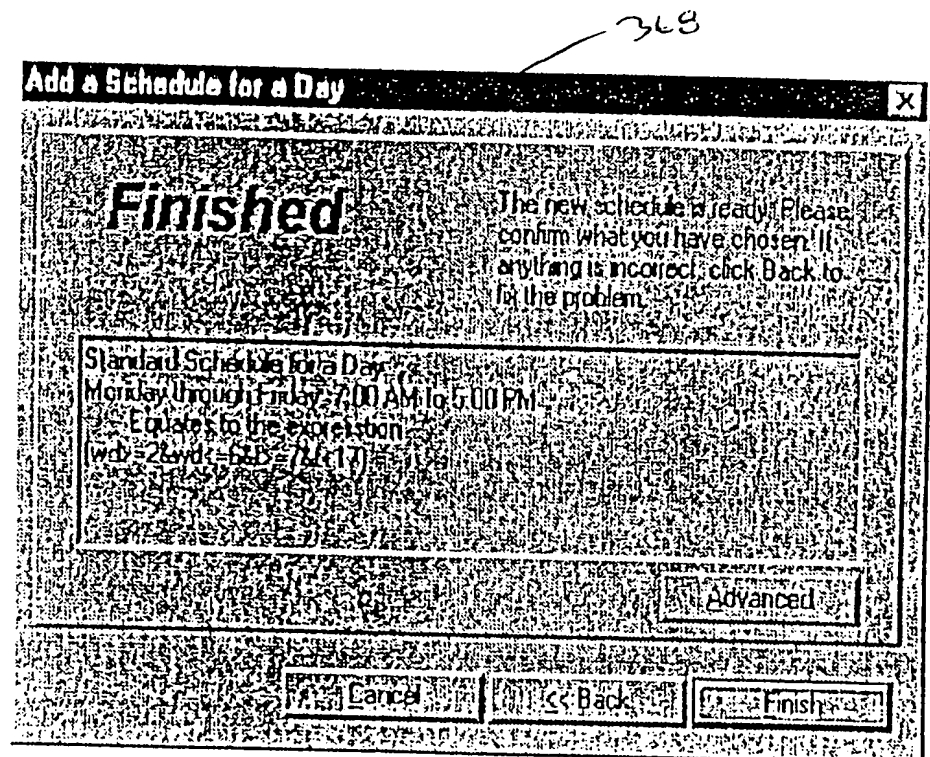
√. 6 26

- Open and Close Times



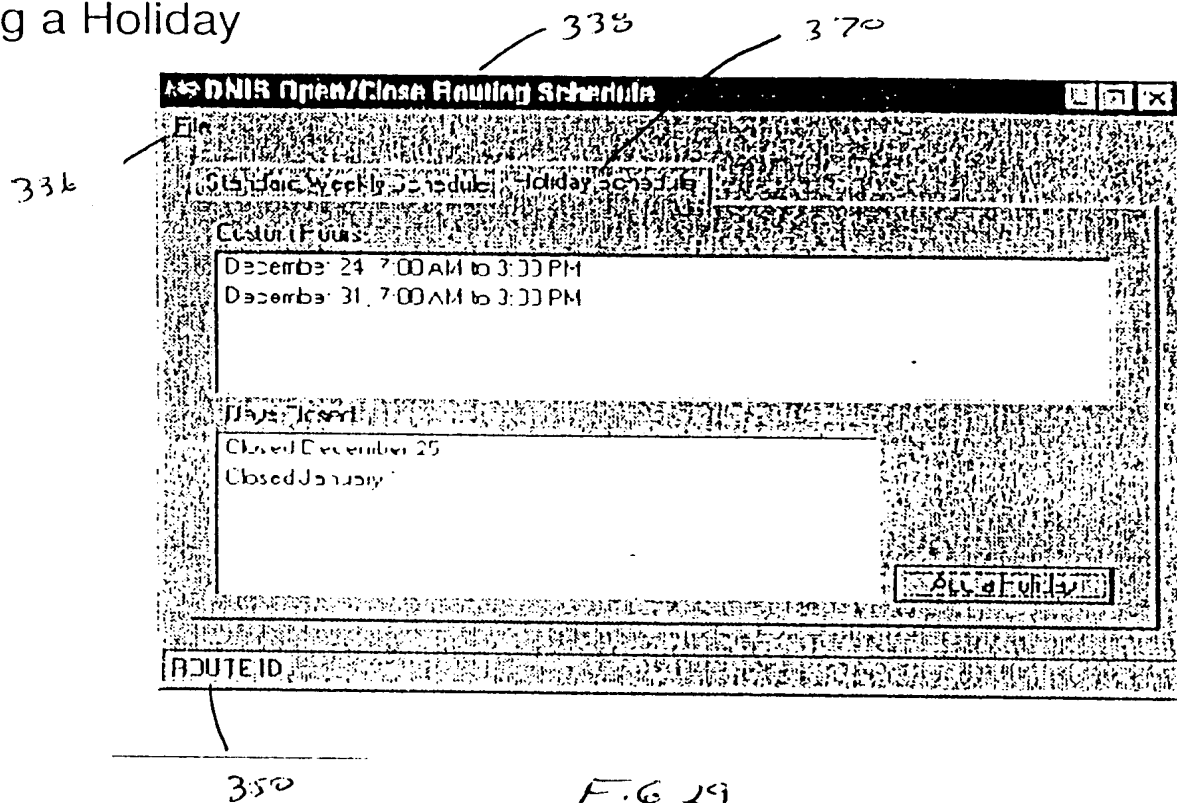
F.G. 27

- Finishing Up

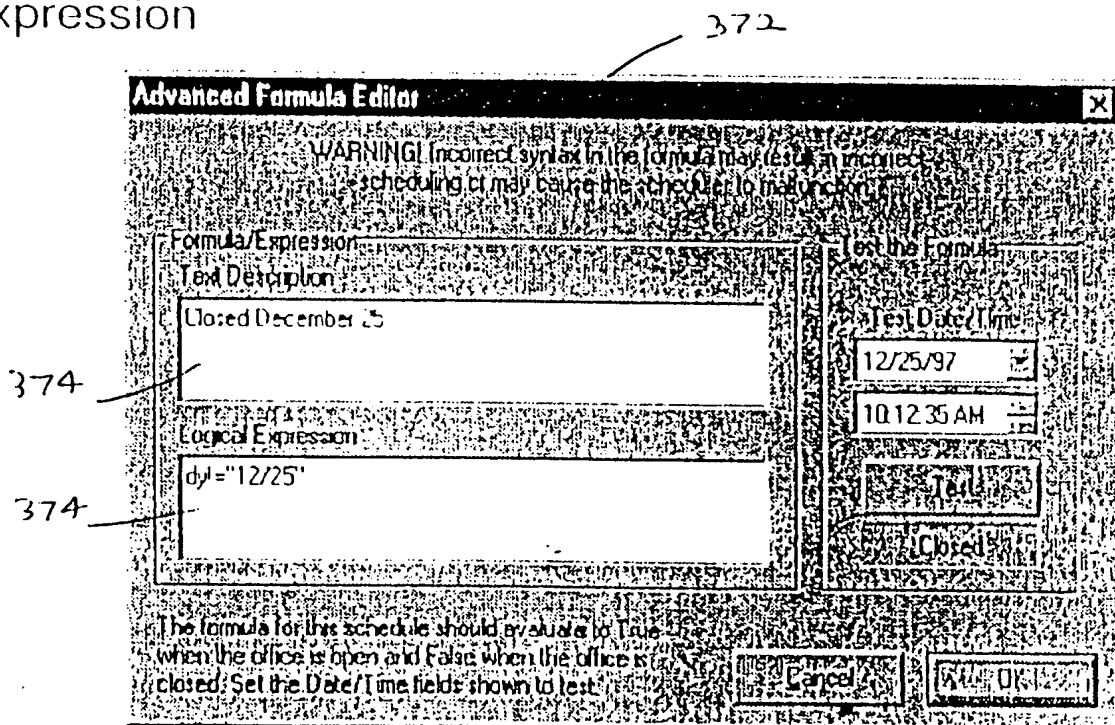


F.G. 28

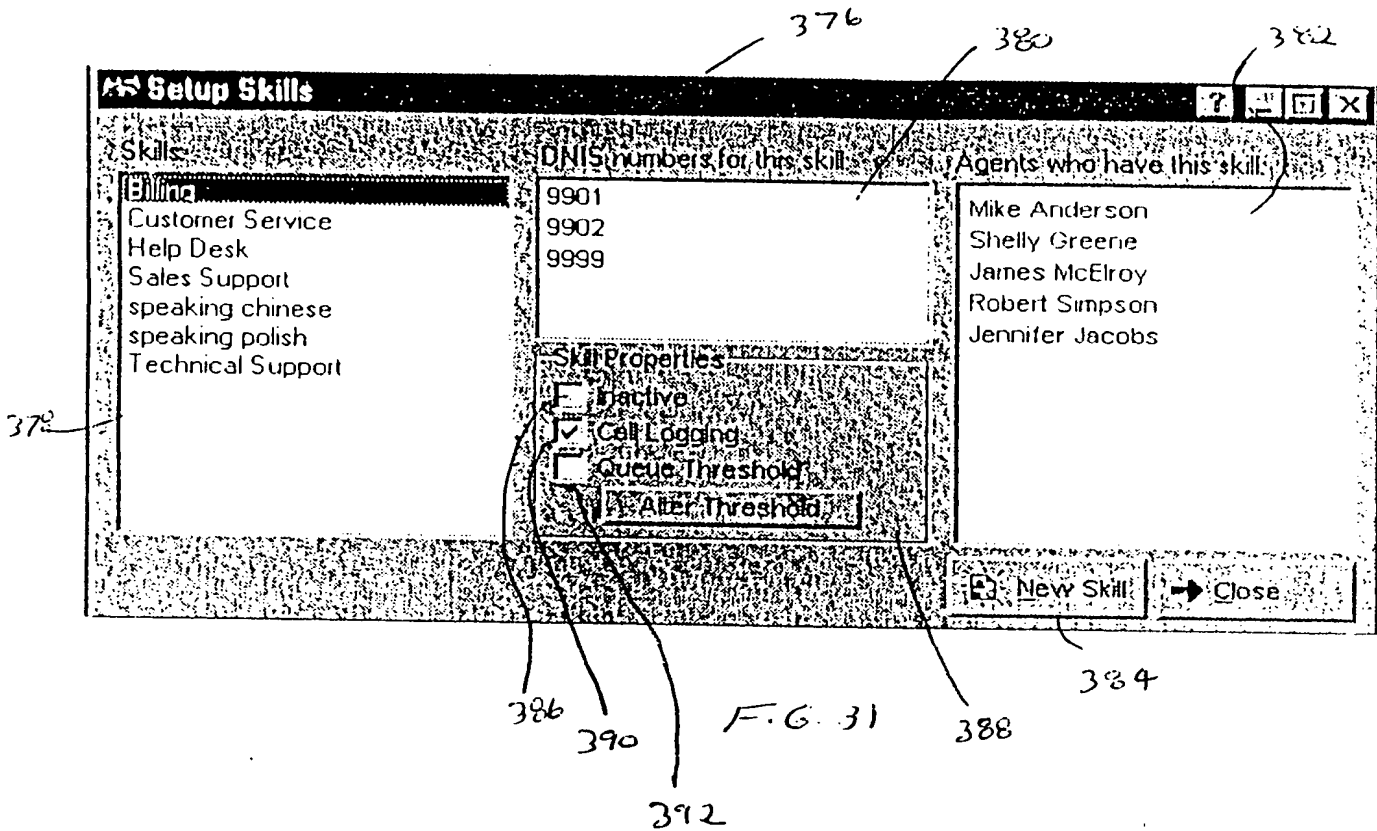
- Setting Holiday Hours
- Adding a Holiday



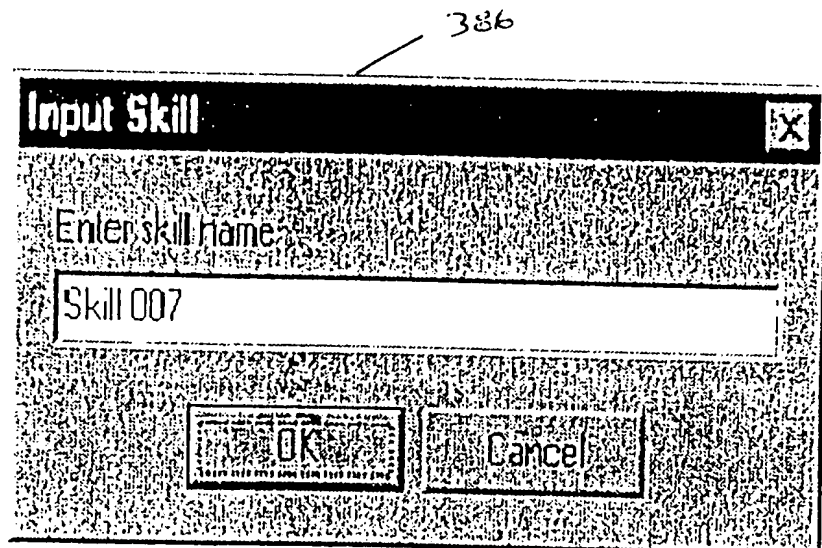
- Text Description
- Logical Expression



- Identifying Parameters Associated with Skills



- Adding New Skills



Call Disposition Tracking

394

Setup Call Dispositions

Click on a Skill to Setup Dispositions. Skills shown have Call Logging Enabled.

Skills marked with a checkmark have been enabled for this bound.

Skill Name	Call DNIS	Dispositions
<input type="checkbox"/> Billing		Need technician
<input type="checkbox"/> Customer Service		User Error
<input checked="" type="checkbox"/> Help Desk	4	Out of service
<input type="checkbox"/> Sales Support		Wrong Number
<input type="checkbox"/> speaking polish		New Disposition
<input type="checkbox"/> Technical Support		

Buttons: **New Disposition**, **Save Changes**, **Close**

Note: Before any skills will operate with dispositions, call logging must be enabled. Click Skills in the tool bar.

FIG 33

- Creating a New DNIS

402

Setup DNIS

Choose a DNIS below to modify. Or select "Create a New DNIS".

DNIS Number	Name	Skill	Status
1600	Xler	Billing	CURR
2939	xler from IVR	Customer Service	CURR
4	Help Desk Outbou...	Help Desk	CURR
9017	Customer Service ...	speaking polish	CURR
9018	Billing 9018	Billing	CURR
9019	HelpDesk	Help Desk	CURR
9020	Tech Support	Technical Support	CURR
9021	Sales Suppt.	Sales Support	CURR
9022	ClearView Sales	Sales Support	CURR
9023	Seminar Registration	Sales Support	CURR

Buttons: **Create a New DNIS**, **Disable this DNIS**, **Setup Routing Features**, **Save DNIS changes**, **Close**

DNIS Name: Seminar Registration

DNIS Skill: Sales Support

DNIS Status: CURR - In use, DISO - Not in use, NEW - Modified but not in use yet

DNIS Name

Main 800

DNIS Skill

Company

FIG 35

Setting Up Routing Features

Routing for dnis (0000)

Step 1: Choose a routing profile that determines the open and close times for the DNIS.

Select Profile: 1

The following is the schedule for the selected profile:

Closed September 20 through September 20

Monday through Friday 7:00 AM to 7:00 PM

Step 2: Select a routing script.

Routing Script Name: Default In-Queue

Edit Script

Step 3: Setup routing prioritization for the DNIS.

Initial Priority: 0.0

Acceleration: 1.0

Acceleration Function: Linear

Maximum Priority: 100.0

Cancel Save

FIG 36

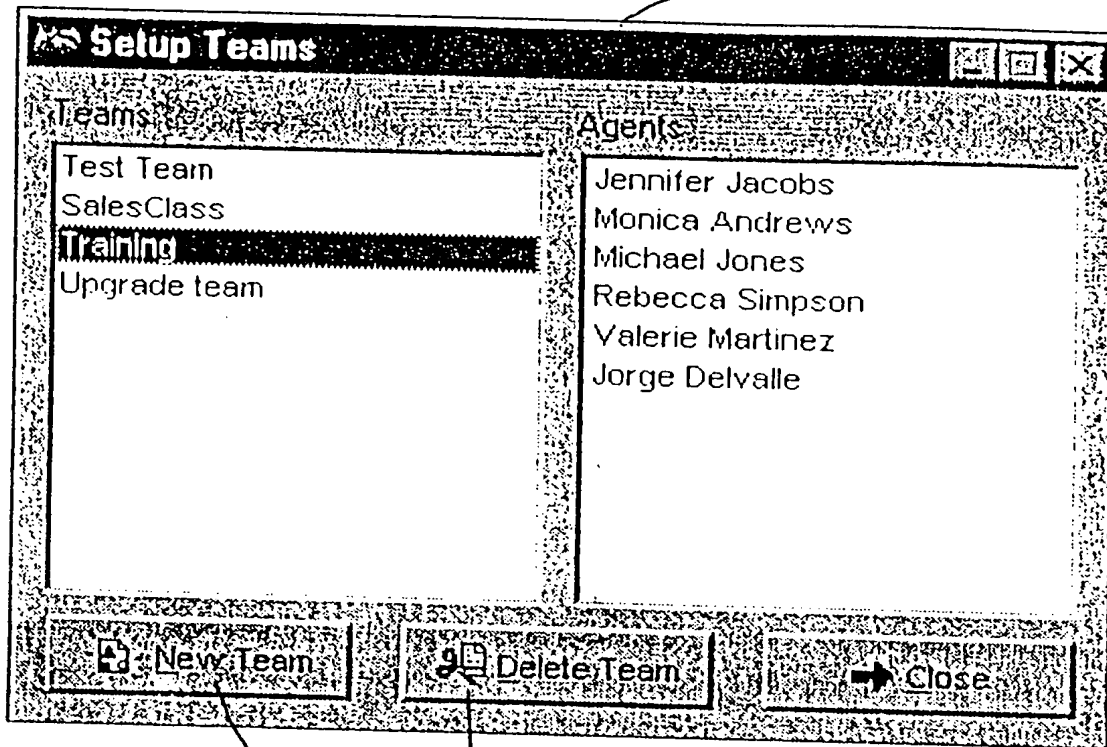


FIG 37

- Adding New Agents

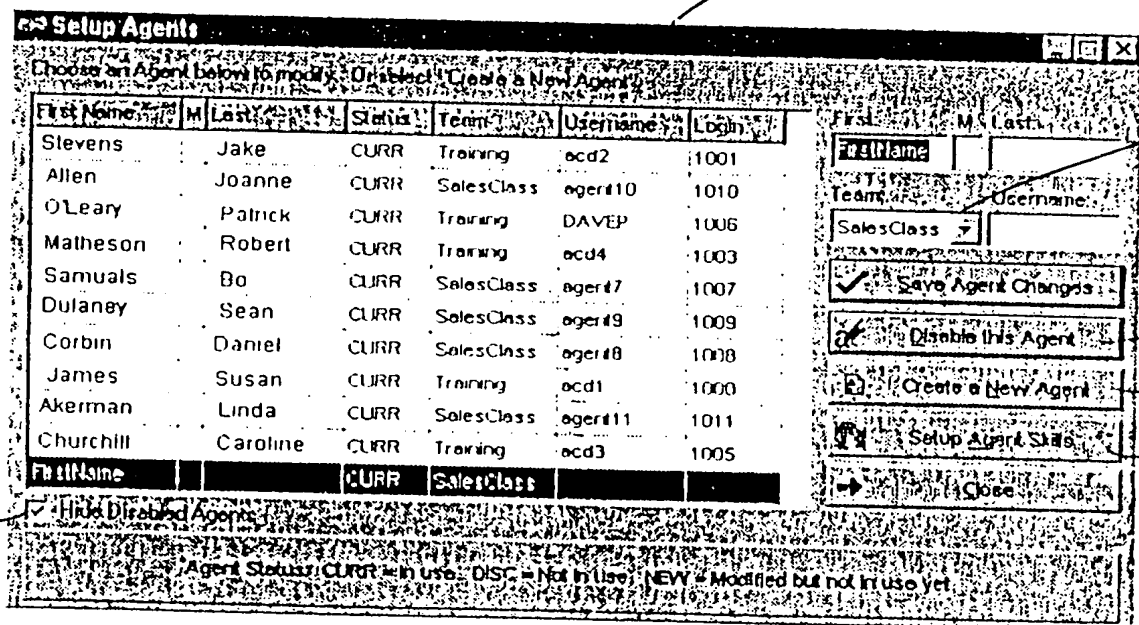


FIG 38

- [illegible]



F.G. 39

- Disabling an Agent
- Saving Agent Changes

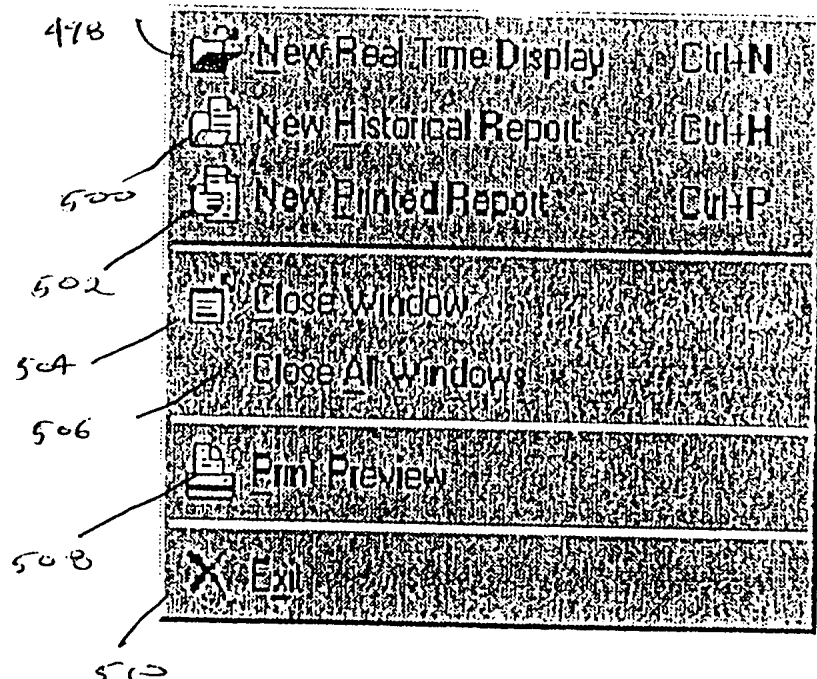


[illegible]

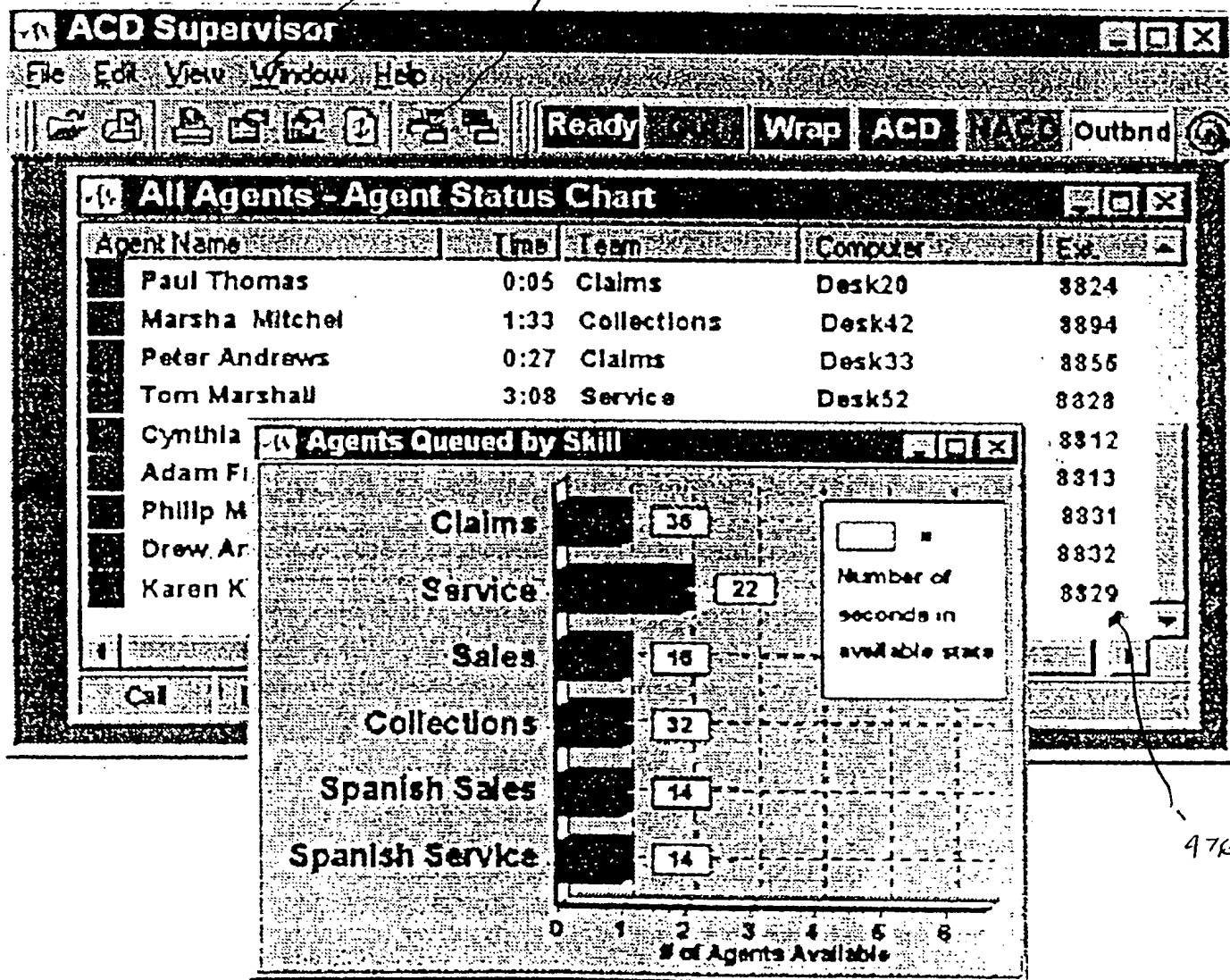
-
- The diagram illustrates a software interface for ACD (Automated Call Distribution). The interface is divided into several sections, each with a reference number:
- 472**: The main menu bar at the top, containing the title "Supervisor" and several icons.
 - 474**: The "Ready" status indicator.
 - 132**: The "VAP" (Voice Agent Panel) status indicator.
 - 530**: The "ACD States" section, which includes "NACD" and "Outland" indicators.
 - 470**: The "Connection status" section.
 - 480**: The "New real time report" option.
 - 482**: The "New historical report" option.
 - 484**: The "Print this report" option.
 - 486**: The "New printed report" option.
 - 488**: The "Edit report properties" option.
 - 470**: The "Modify chart properties" option.
 - 472**: The "Refresh this report" option.
 - 474**: The "Save screen configuration" option.
 - 476**: The "Open screen configuration" option.

FIG 91

- New Real Time Display
- New Historical Report
- New Printed Report 47
- Close Window
- Close All Windows 5
- Print Preview
- Exit 50



005220-1822560

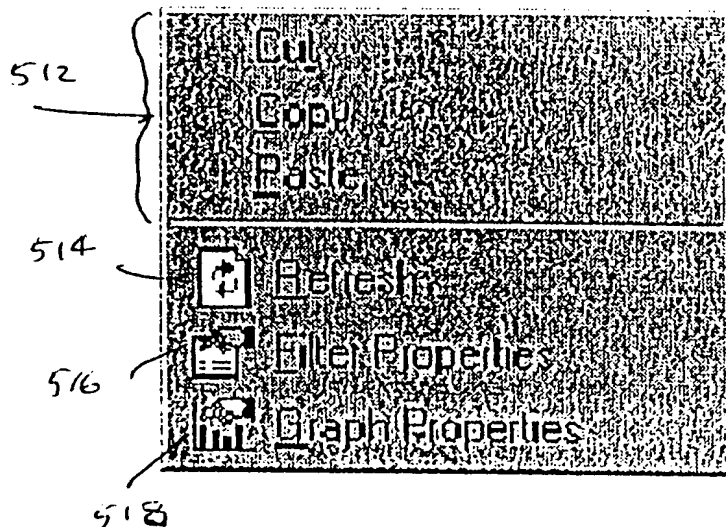


F.G. 41A

Edit Menu

- Cut
- Copy
- Paste
- Refresh
- Filter Properties
- Graph Properties

F.G. 43



View Menu

- View Window Configuration
- Save Window Configuration
- Save Window Configuration As ...
- Delete Current Configuration
- View Toolbars
- Hide Main Menu
- View Server Messages ...

F.G. 44

